

# Annual Maintenance Plan

(revised 01/03/2016)

Major Micro Systems, Inc. (MMS) offers an Annual Maintenance Plan for the users of our software. This Plan specifically covers the software products of SPC Express for Windows and AutoScope. The primary purpose of this plan is to ensure that our users are enjoying the latest features, enhancements, and bug fixes at all times.

- **DURATION:** The duration of the Plan runs for one year, expiring on the last day of the month in the following year. For example, if a user purchases the Plan on March 15, 2005, it will remain in effect until March 31, 2006.
- **COST:** The cost of the Plan is 20% of the purchase price of the products. The prices may be discounted at the discretion of MMS based on volume or for promotional purposes.
- **USER RESPONSIBILITIES:** Each user under the Plan must provide MMS with a user contact name, email address, and phone number. We request that users who download and install product updates notify Major Micro Systems each and every time that such an update has been successfully completed so that we can update our records.
- **NOTIFICATION:** Each user under the Plan will be notified by email whenever an update is available. Updates will be available to the users via download from our website. The email will contain download instructions, including a web address (URL) and a password.
- **REVISIONS:** A detailed list of product revisions is always available on our website. That list may also include new features that are “coming soon” and not officially released yet. Users under the Plan are entitled to download and use such “pre-release” versions as a way to help confirm that the new version is functioning properly. (This is commonly referred to as beta-testing.)
- **DOCUMENTATION:** Typically when a new release is available, there are changes made to the documentation as well. When this is the case, that documentation will be available on our website for downloading and printing and may then be inserted into the User Manual.
- **FREQUENCY:** No promise is made regarding the frequency of product updates – although historically there have typically been about 2 new releases per year.
- **RENEWAL:** Maintenance Plans may be renewed at any time even if there has been a lapse in coverage. A charge may be assessed for any lapse in coverage.
- **TECH SUPPORT:** Tech Support is considered separate from the Annual Maintenance Plan. Tech Support is provided at no charge for matters relating to operational questions. Issues involving application assistance, custom programming, site visits, etc. will be quoted separately. This is true even if the user is covered by this Maintenance Plan. This Annual Maintenance Plan is primarily intended to provide product updates.

The purchase of this Annual Maintenance Plan is voluntary and optional. It is not a requirement for licensing or use.

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