



CAMCAD APPLICATION SUPPORT AGREEMENT

- General** This agreement is between CAMCAD Technologies, Inc. (CAMCAD) and the End-User identified below for CAMCAD Services to the named End User account.
- Products** SURFCAM Traditional and SolidWorks PDO/PDA covered by a current Vero Software Maintenance Agreement.
- Fee** The annual fee provides CAMCAD Services for all Products at a given site with a single technical point of contact.
- Term** The initial term of this agreement is 12 months from date of purchase, renewable thereafter for 12-month periods at the then current fee. CAMCAD may change terms or fees upon 30-day notice prior to any such renewal.

CAMCAD Services

Scope	CAMCAD will provide prompt diagnosis and/or phone support for application-related support issues present in submitted problem files, programming advice for editing or machining of difficult or complex surface geometry, fixturing advice for difficult to clamp workpieces, diagnosis and corrections to a contracted custom post per original specs, and tooling advice for difficult to machine material.
Exclusions	Corrections, modifications or enhancements to a contracted custom post may incur a separate fee. Product-related issues will be diagnosed and clearly defined, but reporting them to your vendor is your responsibility. On-site services and/or contract part programming will be quoted individually.
Phone & FAX	CAMCAD will provide toll-free phone and virtual desktop application support Monday through Friday 8:30 AM EST thru 5:00 PM EST at 1-888-773-1254 , after hours emergency phone support, and 24-hour voice mail support. Efforts will be made to answer all phone calls as received; however, if no CAMCAD support representative is available and the End-User requests an immediate response, CAMCAD will use reasonable efforts to return calls within 2 hours. CAMCAD maintains 24-hour e-FAX support at 407-650-2874 , and all incoming email/faxes are automatically forwarded to our cellular service.
Internet	Web-site: http://www.camcadtech.com with secure FTP large file upload, critical file backup services, and Internet e-mail support at: support@camcadtech.com .
Web-Conf	Up to 30 simultaneous connections for 24-hour, 7-day virtual desktop support via www.GotoMeeting.com .
File Transfer	Secure cloud-based upload and download at www.camcadtech.com/support with no effective file size limitations.
Web-Training	Monthly one-hour tips n' tricks web-training sessions included at no added cost subject to 24-hour advance notice.

End User	CAMCAD
Company Name: _____	Company Name: CAMCAD Technologies, Inc.
Printed Name: _____	Printed Name: Don McKillop, President
Signed By: _____	Signed By: _____
Date: _____	Date: _____
Technical Contact Name: _____	