



CAMCAD Technologies, Inc.
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CAMCAD-CustomPostMaintenanceAgreement.doc

General This Agreement is between CAMCAD Technologies, Inc. ("CAMCAD") and the end user ("END-USER") identified below for ongoing support of CAMCAD Custom Postprocessors. For the fees paid, CAMCAD will provide "CAMCAD Services" to the End-User.

Term The initial term of this AGREEMENT is twelve (12) months from the initial warranty expiration date. It is renewable yearly thereafter for twelve (12) month periods at the current fee at time of renewal. CAMCAD may change terms or fees upon thirty (30) days written notice.

CAMCAD Services

Phone & FAX	CAMCAD will provide phone, FAX and virtual desktop support Monday through Friday between 8:30 AM and 5:00 PM EST at 407-327-4975, including 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 a response, CAMCAD will use reasonable efforts to return calls within 2 working hours. CAMCAD maintains 24-hour FAX support at 407-650-2874, Internet Web-Site: www.camcadtech.com , critical file backup services, and e-mail support at: support@camcadtech.com .
Software Repairs	<p>If a Postprocessor does not function as stated in the original specs, CAMCAD will provide a firm schedule for corrections within 24-hours of receipt of an accurate and detailed problem description, including a SURFCAM SCPRT test program, marked up output file(s), and written description of correct output. If a CAMCAD-approved vendor's product is the cause of the problem, CAMCAD will make efforts to provide an acceptable work-around and will communicate the problem to the vendor upon request.</p> <p>CAMCAD has no responsibility to correct postprocessor problems that (a) are based on END-USER's use of a non-current release of a CAMCAD-approved vendor's product if such problems would be avoided by using the then-current release; (b) arise from the use of any incompatible computer software, hardware, or related equipment; or (c) arise from issues in the vendor's CAM software. Shipping and media charges will apply for interim versions if email is not appropriate or the END-USER cannot download the repaired version from www.camcadtech.com or from CAMCAD's public FTP site.</p>

Software Change Request Classifications

To clearly define responsibilities and to set proper expectation, all change requests are categorized as one of the following three categories and will be responded to as shown below:	
Bugs	Bugs are deficiencies that prevent use of the Postprocessor per the original specifications. Examples are system crashes, incorrect output, or missing functionality. These items will be repaired at no added cost.
Modifications	Modifications are changes to the way the Postprocessor works that arise after final acceptance. If CAMCAD determines a Modification request is minor, CAMCAD may choose to implement a Modification at no cost, however, CAMCAD reserves the right to quote Modifications at an additional implementation cost.
Enhancements	Enhancements are net new features not defined in the original specifications. CAMCAD reserves the right to quote an additional implementation cost for any Enhancement.

	END-USER		CAMCAD
Company Name:	_____	Company Name:	CAMCAD Technologies, Inc.
Signed By:	_____	Signed By:	_____
Title:	_____	Title:	President _____
Date:	_____	Effective Date:	_____