



**CAMCAD PREMIUM SUPPORT AGREEMENT**

- General** This agreement is between CAMCAD Technologies, Inc. (CAMCAD) and the End-User identified below for CAMCAD Premium Support Services.
- Products** SURFCAM Traditional and SolidWorks PDO/PDA.
- Prerequisite** A Vero SMP must be current on all licensed software for the duration of this agreement.
- Fee** The annual fee of \$500 per license, paid in advance, provides CAMCAD Services for all Products at a given site.
- 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**

<b>Scope</b>	CAMCAD will provide prompt diagnosis for application-related support issues present in problem files, programming and/or fixturing advice for machining of difficult or complex surface geometry, and compatibility updates to contracted custom posts per original specs.
<b>Exclusions</b>	Corrections, modifications or enhancements to a contracted custom post are not included and may incur a separate fee. Product-related issues will be diagnosed and clearly defined, however, reporting them is not included. Internet-based training, on-site training, general consulting, and contract part programming will be quoted individually.
<b>Phone &amp; FAX</b>	CAMCAD will provide toll-free phone and virtual desktop application support Monday through Friday 8:00 AM EST thru 5:00 PM EST at <b>1-888-773-1254</b> , after hours emergency phone support, and 24-hour email and 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 <b>407-650-2874</b> , and all incoming email/faxes are automatically forwarded to cellular phones.
<b>Internet</b>	Web-site: <a href="http://www.camcadtech.com">http://www.camcadtech.com</a> with secure FTP large file upload, critical file backup services, and Internet e-mail support at: <a href="mailto:support@camcadtech.com">support@camcadtech.com</a> .
<b>Web-Conf</b>	Virtual desktop via <a href="http://www.GotoMeeting.com">www.GotoMeeting.com</a> .
<b>File Transfer</b>	Secure cloud-based upload and download at <a href="http://www.camcadtech.com/support">www.camcadtech.com/support</a> with no effective file size limitations.

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