



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, CAMCAD-supplied custom posts, and SolidWorks PDO/PDA covered by a current Vero Software Maintenance Plan (SMP).
- Prerequisite** A Vero SMP must be current on all licensed software for the duration of this agreement.
- Fee** The annual fee, 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 Premium Support Services

Scope	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.
Exclusions	Significant modifications or enhancements to a contracted custom post may incur a separate fee. Product-related issues will be diagnosed and clearly defined, however, reporting them is not included. On-site training 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 8:00 AM EST thru 5:00 PM EST at 1-888-773-1254 , 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 407-650-2874 , and all incoming email/faxes are automatically forwarded to cellular phones.
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	Virtual desktop via www.GotoMeeting.com .
File Transfer	Secure cloud-based upload and download at www.camcadtech.com/support with no effective file size limitations.

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: _____	