

About The MotionMonitor Maintenance, Subscription and Support Programs...

Your system is covered for the first year under our Maintenance, Subscription and Support Program. Upon completion of the first year, your software will continue as a perpetual license; or, you may elect one of the following two support programs:

- Maintenance, Subscription and Support
- Subscription and Support

These programs are described below.

Maintenance, Subscription and Support Program

During the warranty period, IST, Inc will repair or replace hardware components that fail due to defects in material or workmanship at no charge. Repairs may be done on site, subcontracted to other providers or completed at IST facilities at the discretion of IST. The client is responsible for all freight charges associated with shipping the system or components to IST facilities. IST, Inc is responsible for freight charges associated with shipping the system or components to the client. In the event of hardware failure, IST, Inc will provide a “loaner” if available from IST inventory. Software upgrades are available from IST’s website during the term of the program. Only Certified Trained Personnel** will have access to unlimited phone, email and web support and have priority over clients not on the program. Additionally, an on-line training and refresher course will be available, once per year, to be completed at the discretion of the client administrator. Transfer of Remote Licenses can be completed, at no additional cost, upon request. One-year extensions of the Maintenance, Subscription and Support program may be purchased for up to five years from the initial date of shipment. There is a 30-day grace period from the date of expiration for payment of the program. Participation in the program must be continuous during the five-year period. Gaps in coverage are not permitted. If not renewed, the user may elect to purchase the Subscription & Support Program which does not include hardware warranties. If neither program is purchased, the user will receive a perpetual license which provides continued use of the software but does not include the right to software upgrades or priority phone support.

Subscription and Support Program

The Subscription & Support Program (S&S) entitles the client to software upgrades and priority technical support. It does not include extended warranties on hardware. This program may be purchased upon expiration of the First Year Maintenance, Subscription & Support Program and offers access to all software upgrades as they

become available on the internet together with unlimited priority phone, email and web support to Certified Trained Personnel*. Additionally, an on-line training and refresher course will be available, once per year, to be completed at the discretion of the client administrator. Transfer of Remote Licenses can be completed, at no additional cost, upon request. The Subscription and Support Program is an annual program and must be continuous for the duration of the program. Renewal cannot be honored if there is a gap in the program unless program fees from previous years are paid. If not renewed, the user may elect a perpetual license which provides continued use of the software but does not include the right to software upgrades or priority phone support.

On Demand Support Programs

If neither the Maintenance, Subscription and Support Program nor the Subscription and Support Program are extended after the first year, support will be limited to email and web materials. Support will be provided only to Certified Trained Personnel*. The client will receive a "perpetual" license to use their current software version but will not be able to download upgrades as they are released. If the client wishes to upgrade in the future, they will be required to purchase the software at the then current upgrade price. A phone call will be billed at the standard rate/hour. At the discretion of the IST support engineer, a phone call may be allowed at no charge. Transfer of remote licenses will be charged at \$500/transfer.

****Effective Dates of your support program***

These dates reflect when the system ships from the IST testing facilities. If the user elects to complete training within 90 days from the ship date, the effective dates can be modified upon request to tie to the installation and/or training date rather than the ship date.

*****Certified Trained Personnel***

These individuals have attended a training session provided by an IST, Inc support engineer. If an individual would like to be certified, he/she may come to IST, Inc's training center in Chicago for the cost of support engineer time, or attend an on-line training session. Alternatively, the client may choose to have an IST, Inc support engineer come on-site for the training session for the cost of travel plus engineer time.