

Maintenance Agreement for Pearl Software Products

The purchase of a Maintenance Agreement for the Pearl Software product entitles the buyer to free upgrades to the software product for a period of 1 year from the date of purchase plus free product support for the same period.

Upgrades

Pearl Software, Inc. produces upgrades to products in three different categories: major releases, minor releases and lettered releases. The category of the release is indicated by the way that the version number changes with respect to the previous releases. A major release contains very substantial new features and is indicated by a change in the most significant part of the version number, e.g. v9.01.0001 to v10.01.0001. A minor release may contain significant new features, a group of less significant enhancements, and/or performance enhancements and is indicated by a change in the least significant part of the version number, e.g. v9.01.0001 to v9.01.0002. A lettered release usually contains only problem corrections although it may also contain some new capabilities as well. A lettered release is indicated by the addition of or substitution of a letter to the version number, e.g. v9.01.0001 to v9.01.0001a or by a version release date signifier.

By purchasing a Maintenance Agreement, the buyer is entitled to receive, at no additional charge, all major releases, minor releases and lettered releases made available by Pearl Software, Inc. during the period of the agreement. Major releases will be automatically shipped to the buyer, generally within 30 days of the release date. If there is new printed documentation accompanying the release, it will be automatically sent as well. Minor releases are available for downloading from the built-in product upgrade feature found in the product's help menu, usually within days of the release date. If the buyer so requests, disks containing a given maintenance release will be shipped as soon as possible. Lettered releases are available for downloading in our Support Patches area, usually within days of the release date.

Product Support

The Maintenance Agreement also entitles the customer to receive four (4) product support incidents at no additional charge. Support is provided by phone and email. The product support staff is on duty between 8 AM and 8 PM Eastern Standard Time, Monday through Friday (except for holidays). Additional support options and contact details can be found at www.PearlSoftware.com/support or by calling (800) 732-7596.

Renewal

This Maintenance Agreement will automatically be renewed under the terms and conditions prevailing at the time of renewal. The buyer may opt not to renew by calling Pearl Software to discontinue service prior to the Expiration Date. Pearl Software, Inc. reserves the right to change the price, terms and conditions for new and renewal maintenance agreements at any time and without prior notice.



The undersigned agrees to the terms of this Maintenance Agreement on behalf of his or her organization or business.

Customer: _____

License Count: _____

Expiration Date: _____

On behalf of the customer (authorized signature):

_____ Date: _____

On behalf of the Pearl Software (authorized signature):

_____ Date: _____

Please fax or mail one signed copy to:

Pearl Software, Inc.
Attn: Maintenance Contracts
64 E. Uwchlan Ave.
Suite 230
Exton, PA 19341
Fax: 610.458.5189