

## OVERVIEW: Advantage Support

The **Advantage Support** program is available as an option with your initial purchase of any Visual Integrity products. This combined maintenance and priority support program is available for versions running on Windows, Linux or UNIX platforms and includes the following modules: pdf2cad, pdf2picture, pdf2image, PDF FLY, META FLY, FLY Batch and FLY SDK.

This document provides an overview of the benefits as well as the standard terms of Advantage Support. Developers who integrate our software into an automated process or software application may want to extend their Advantage Support Subscription with the high-level, individualized developer support available through our **Priority Engineering Program**. For more information on this support option, contact us or visit our web site.

### What is Advantage Support?

Advantage Support is the annual maintenance program from Visual Integrity providing technical support and software updates and upgrades during the subscription period. It allows you to easily and cost-effectively ensure that you stay current with the latest versions of the products covered. Advantage Support is priced at 20% of the value of your total license purchase and the subscription period is 12-months. As an Advantage Support customer, you'll receive the free services above plus:

- Faster response to technical support inquiries. All requests from Advantage Support customers are placed at the top of the support queue.
- Access to more specialized support which provides basic fine-tuning of options to ensure optimal performance in your environment.
- No cost updates and new versions of covered products which are made available for download.
- Free transfer of license to another machine (UNIX only) with different hostname.

### Count on Priority Support

Advantage Support entitles you to technical assistance for the purpose of answering questions about the software. Support requests may be submitted via email to support@visual-integrity.com or via telephone to +31 71 364 8657 during business hours in The Netherlands or +1 203 847 3355 in the USA. Support requests from Advantage Support customers are placed above support requests from other customers. The initial response target for support requests is 48 hours, depending on business hours and time difference.

### Always Have Access to the Latest Version

Advantage Support gives you free access to any enhancements made to the software for which you are licensed, during the enrollment period. Updates are made available for download via our web site.

### Fast Fixes and Help Troubleshooting

Visual Integrity will always work quickly to fix reported problems. Fixes that are implemented will be made available through patches or new releases.

### Flexible License Transfers

Advantage Support allows UNIX customers to transfer their license to a machine with a new hostname.

### Boost the Power of your Software Today!

Contact us today to register for your Advantage Support Subscription. By committing to this invaluable service, you be assured of a direct line to the support you need, fast resolution of problems and access to the most current versions. For more information:

**Tel: +31 71 364 8657 (Holland)**

**Tel: +1.203.847.3355 (USA)**

Email: [info@visual-integrity.com](mailto:info@visual-integrity.com)

© 1997-2006 Visual Integrity, a division of Square One bv. All Rights Reserved.

## **General Terms and Conditions**

These terms and conditions apply to all **Advantage Support** and **Priority Engineering Program** subscribers:

- Visual Integrity Support, Maintenance and Engineering programs are tied to a specific version of the software as identified by a serial number and may not be transferred.
- Subscriptions are automatically renewed at the then-current price for the subsequent year unless a termination notice is received in writing by post, fax or email two months prior to the contract expiration date.
- Visual Integrity Support, Maintenance and Engineering programs rights are tied to the agreement term regardless of the customer's deployment schedule. Even when the agreement has expired, if the customer has not yet deployed an upgrade that was released during the term of the agreement, the customer still has the right to deploy the upgrade for the enrolled licenses. However, the customer does not have access to future upgrades after the agreement has expired.
- The support and/or maintenance subscription is purchased in advance for a period of one year and must be purchased with the initial order of the software. If added later, it must be started retroactive to the original purchase date.
- Upgrades that are covered by Advantage Support include minor releases, major releases, and product maintenance releases. Upgrades that are not covered by Advantage Support include products that are not considered to be the successors to the previous product or additional products released separately by Visual Integrity.
- Although Visual Integrity does try to notify Advantage Support customers when new versions are released, it is the responsibility of the subscription to check for updates from time to time. Information on new versions will be published on the company's website and downloads will be made available on our FTP-site.
- As a guideline, Visual Integrity makes every effort to release maintenance updates regularly and new versions every 9-18 months. There is, however, no guarantee that product upgrades or enhancements will be released during the term of the agreement.
- Notes: Advantage Support is priced at 20% per year of the total list price of the purchased license(s). After the first year, it can be renewed annually. Customers who have lapsed Advantage Support contracts may incur penalties to renew.
- Once Advantage Support has been purchased for a specific product, it must be ordered for all add-on orders to that license.
- Visual Integrity endeavors to notify our customers well in advance of the expiration of their support and subscription agreements. In the event that a customer's agreement has lapsed, the customer must pay all fees covering the lapsed time, billed at the then-current pricing for such coverage, if they elect to 1) renew their support agreement or subscription service, and/or 2) to take delivery of available patches, maintenance, update and version releases.
- All seats under contract must be included in the subscription services, including any licenses added by the customer after initial purchase of the service. The fees associated with additional licenses will be charged under a prorated agreement that will be synchronized to terminate with the original agreement. Seat additions are factored into the renewal at year-end.

## **Special Terms for the Priority Engineering Program (PEP)**

- In some cases, conversion problems are caused by limitations in the input or output format specification, or the target application. In such cases, fixes or workarounds may take longer to implement or may not be possible at all.
- Customer must provide Visual Integrity with adequate information regarding their implementation and their problem, in order for Visual Integrity to meet the listed response targets. Documentation of the required information items is available on request.
- Visual Integrity is closed during national holidays in The Netherlands, and our support staff will generally not be available on those days to respond to support requests. An overview of Dutch national holidays is available on request.