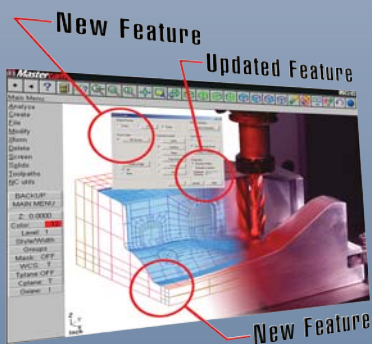




Keep your shop running at **PEAK** performance

Why should I buy Maintenance?

As a Mastercam customer, you know the value that top-of-the-line CAD/CAM software brings to your company. Now you can enhance that value by making sure your Mastercam software is always up-to-the-minute – and your shop always has the latest tools to keep you ahead of the competition. With the Mastercam Maintenance Program, purchasing updates is no longer a budgetary variable with money allocated only when an update is available. New software is available to you immediately upon release, not when your next budget is approved.



Mastercam®

Software Maintenance Q&A

What will I get if I buy Maintenance?

Major releases will be made available free to Maintenance customers, and will be marked for special handling to help ensure that Maintenance customers receive their update first. You will also have exclusive access to:

- Enhancements, also known as "applications" or "apps". These include new options and additions to existing Mastercam features. New enhancements will be available several times a year.
- New pre-release features planned for the next major version. These features will be available to the general public only with the next major release, giving your shop an extra competitive edge.
- New and updated Mastercam-supplied add-ons.
- Service Packs that commonly follow a general release, and address functions requiring changes.

How will I know when these updates are available?

We will announce these deliverables on our Web page and in the Mastercam Notes customer newsletter. Plus, if you have provided us with an email address for your maintenance contact person, that person will be notified directly when something is available.

How long does Maintenance last?

The Maintenance period runs for 12 months, ending on the last day of the month that your order was processed by CNC Software. For example, if you purchased maintenance on October 7, 2003, it will expire on October 31, 2004.



Is Maintenance mandatory?

You can still opt to buy updates if you prefer. However, if you tend to update every time (or even occasionally skip a release), the Mastercam Software Maintenance program makes the best economic sense for your company.

If I choose not to buy maintenance, what will I get when I update?

If you choose to purchase an update to a new release, you will receive the latest version of that release at the time the update is purchased. You will get the same release that is delivered to Maintenance customers, but you will not be eligible to any subsequent releases during the life of that version. If an issue is uncovered with that release that affects a significant percent of Mastercam users, CNC Software will, at their discretion, make a patch available to the general user community.

I currently have a seat on Maintenance. When I buy a new seat of Mastercam, how is the Maintenance cost determined for this seat?

The new seat will be pro-rated. The program expiration date will be the same as your other seats so that your company has one expiration date for your Maintenance program.

What happens if my Maintenance program lapses?

To get back on Maintenance you just pay the Maintenance cost plus a reinstatement fee. The amount of the reinstatement fee depends on when you want your new Maintenance period to start. Your first option is to have the Maintenance start on the date your previous Maintenance ended. For a higher reinstatement fee, you can have Maintenance start at the end of the month in which you are placing the new order.

If my Maintenance program lapses, will my software stop working?

Absolutely not. Your Mastercam software will continue to work at the level and functionality that was available to you on the day the Maintenance expired.

How will I know when my Maintenance is going to expire?

We will give our Resellers 60 days prior to expiration a list of their customers who have expiring maintenance contracts so that they can contact you. In addition, a timer on your SIM will also start counting down, notifying you 30 days in advance of the maintenance expiring.

Maintenance notifications will be posted regularly on www.mastercam.com and in the Mastercam Notes customer newsletter. All maintenance material will be available from your Mastercam Reseller. For more information, please contact your Mastercam Reseller.

Mastercam[®]

When Second Best Won't Cut It.

cnc software, inc. 671 Old Post Road, Tolland, CT 06084 USA
(800) 228-2877 • Fax (860) 872-1565 • www.mastercam.com • mcinfo@mastercam.com



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