

FMS Software Support Plans:

Annual Support Plan:

Description/Features:

Invoices are produced one month in advance of the date of support renewal. All invoices are to be paid on a Net 30 day basis. Upon full payment of your annual support fee, Dixon Creek Software will provide the following services at no additional cost:

1. Unlimited access to Dixon Creek Software's technical support staff via the following methods:
 - Our toll-free telephone number and fax number. There is no restriction to the number of contacts or incidents that may be discussed. There is also no restriction to the number of individuals that can contact us with questions or problems.
 - Our e-mail system and (when available) our support Web site.
2. Regular software updates. Dixon Creek Software continues to work on improving the quality and performance of all of its products. As an annual support plan subscriber you will be entitled to receive any and all updates. This includes not only major version releases, but any minor maintenance updates as well. We will make all updates available to you via standard shipment (UPS/FedEx/USPS), direct e-mail and (when available) downloading from our Web site.
3. Regular documentation updates. As our products are updated, Dixon Creek Software staff will be making changes to the printed manuals. As a subscriber to our annual support plan you will receive these manual updates. They will be made available via standard shipment (UPS/FedEx/USPS).
4. Regular software/hardware surveys to get direct feedback from users of all of our FMS products. This will provide our development staff the information they need to add new features, correct problems and will also assist the support staff when problems come up.
5. Quarterly newsletters containing information about new features, tips, hints and other interesting information.
6. Free replacement disks for any version of FMS software you have purchased.

Annual Support Pricing:

The following are the prices for the annual support plans for the various versions of FMS software products:

Product	Single-User Price	Multi-User Price
TUMMS (any versions)	\$ 600	\$ 1,000
ICS (any versions)	\$ 600	\$ 1,000
ToolTime (any versions)	\$ 600	\$ 1,000



**Dixon
Creek
Software**

Quality Software With Your Needs In Mind

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FMS Software Support Plans:

Pay-Per-Incident Support Plan:

Description:

This plan requires the user to pay for each separate, distinct (as determined by Dixon Creek Software) support incident that our support staff handles for a client as well as software or documentation updates.

Support Incidents:

Each time you contact our support staff via telephone, fax, e-mail or (when available) web-site, we will supply you with a support incident number. This number identifies the problem/issue that we are working on for you. A support incident is considered to be a separate problem/issue that you need help with. Dixon Creek Software reserves the right to issue these incident numbers. We will make the final determination whether a problem or issue being reported is a new incident or the continuation of a previous support incident.

Support Incident Billing:

At the time a support incident number is issued, you will be billed \$75 (invoiced Net 15 days). It is important that these invoices are paid on time. If a client has an outstanding invoice for a support incident that is past due (re: payment is not received within one week of the due date on the invoice), no further support will be provided nor will any products (software or documentation updates) be shipped until all invoices are paid in full.

Software/Documentation Updates:

With the Pay-Per-Incident Support plan software and documentation updates are ***not*** sent out automatically, the user must request them. If a client wishes to purchase an update to any FMS software product or documentation update, they may request these product(s) via telephone, fax, e-mail or (when available) web-site. The client will be invoiced for the products requested and as soon as payment is received for the ordered products, we will ship those products. No products will be shipped without prior payment.

Software/Documentation Update Prices:

The following are the prices for the various products available on this support plan:

Product	Price **
Any FMS software product update (per copy).	\$ 500
Any complete FMS manual (per copy). (You must be a licensed owner of the version of the manual you are requesting).	\$ 50
Any FMS manual update (per copy).	\$ 25
Replacement disks for any FMS software product (per disk set). (You must be a licensed owner of the version you are requesting).	\$ 15

** US Funds. Price includes shipping and handling. Shipments will be via standard USPS or UPS ground service. If different shipping services are required, those will be at additional cost.

Note: All specifics of the various support plans as well as supplied prices are subject to change without prior notification.