



Software Maintenance Agreement for RedZone Software

Software Maintenance Agreements (SMAs) are available for all RedZone software purchases. Among many other benefits, free minor and major version upgrades are included with the purchase of a Software Maintenance Agreement.

Coverage

Purchased at the same time as your software*, a Software Maintenance Agreement covers:

- Free minor version updates, all of which are available for simple download and installation any time your computer is online using RedZone's Update Manager.
- Free **major** version upgrades! Any time RedZone goes through a major revision (i.e. from version 3.x to version 4.x) you will have access not only to the software, but also to digital versions of any changed documentation (i.e. manual, guides, etc.) accompanying the new software version.
- Free unlimited technical support provided by phone, fax or e-mail**
- Discounts on training sessions to increase productivity for users and field personnel
- Get two for the price of one on RedZone Training Guides to hold internal training sessions
- Priority response to error reports
- Option to participate in the beta test program for the next versions of RedZone so you have a voice in product development
- Opportunity to be showcased as a RedZone success on our website

Pricing

Annual Maintenance Agreements can be purchased in 1, 2 or 3 year increments.

Years	Amount
1	15% of software list price
2	25% of software list price
3	30% of software list price

Terms and Conditions

Renewal: The SMA renews automatically on the renewal date listed below. Unless the SMA has been cancelled, a renewal form will be sent to the contact listed below. If a response is not received within 30 days, the SMA will be considered canceled. Renewal amounts will not change for the first three years. After that period, renewal amounts will be based on the prevailing software list price.

Cancellation: The SMA can be cancelled at any time in writing by e-mail, fax or letter. In case of cancellation, RedZone will not pro-rate or issue any refunds for any unused time on this agreement. There is no grace period for cancellations.

* Software Maintenance Contracts are available to RedZone customers with 1 or more users; mandatory for Enterprise Level and above customers. Costs are 15% of new user MSRP for your number of software licenses with a minimum of \$100; single year contracts must be paid annually and multi-year contracts must be paid at time of purchase. To receive benefits of Software Maintenance, including free upgrades, your contract must be current.



** Priority technical support for Software Maintenance customers is offered 8:00am to 4:30pm MST; does not include implementation/installation, database administration, system/network/network security configuration, software customization, or training (other than how-to questions).

Technical support policies are subject to change.