

Rockton Software Annual Maintenance Agreement

The Rockton Software Annual Maintenance Agreement provides support and upgrade protection for customers and resellers of all Rockton products. The Agreement is a Service, and this document addresses its benefits, provisions, limitations and fees.

The AMA is required for the first year of all new products purchased, and is optional thereafter. Maintaining the Maintenance Agreement is a sound investment, allowing for technical support, product enhancements, and product upgrades. Customers who choose to not renew their AMA receive none of these benefits. Because Great Plains issues a new major version approximately once per year, the lack of a Maintenance Agreement can severely limit the benefits of owning a Rockton Software product.

1. Fees

Every Rockton Software product is sold with a requisite Annual Maintenance Agreement. The AMA is required for all new purchases and is calculated to be 20% of the current total list price of any Rockton Software product sold. We understand many organizations wish to consolidate their renewals, and request the ability to synchronize their enhancements with their Great Plains renewal. We can do that! The customer has the option to pro-rate any months that fall ***in addition*** to their ***minimum 1 year enhancement purchase*** to align with their Great Plains renewal.

Should the product price change during the year of the active maintenance agreement, there will be no additional charge or refund to the customer. However, the renewal rate will be adjusted accordingly to the most current pricing at the next regular contract period.

The following example explains a typical scenario:

ABC Company purchases the Auditor product for 10 system users on January 1st. Their Great Plains renewal is March 15th.

\$ 2500.00 USD is the base user price for 10 users at \$250/ea

\$ 2500.00 USD is the total price for software

\$ 500.00 USD is the price of their 20% Annual Maintenance Agreement (AMA)

\$ 3000.00 USD is the final price

This would provide them Maintenance coverage until December 31st of the following year. If ABC Company wishes to synchronize their renewal dates, for an additional \$ 125.00 (an additional 3 months of maintenance), they could schedule their maintenance to renew with Great Plains. They would be purchasing an actual 15 month Maintenance Agreement.

Should the structure of the product price & user fee change during their enhancement period, their next normally scheduled renewal would be adjusted accordingly. For instance, if the list product price increased to \$3000.00 the next renewal rate would be 20% of \$3000.00; or \$600.00.

Any additional Great Plains licenses purchased during the agreement period would cost the customer the actual user fee and partial pro-rated maintenance only. An illustration of this would be if ABC Company purchased 2 additional Great Plains licenses in August, their cost would be \$533.34 (\$500 for the 2 extra users and \$33.34 for the 20% maintenance over the remaining 4 months of the agreement set to expire 12/31).

2. Renewals

Beyond the first year requirement, the AMA is optional for customers. Rockton Software works through customer authorized or preferred Resellers whenever possible. Approximately 10 -12 weeks prior to renewal expiration, Rockton contacts the Reseller with notification and quotation for the maintenance renewal. If the notice receives no response, a second notice is sent out 6-8 weeks before the renewal deadline. If at 4 weeks prior to renewal, no successful contact has been made with the Reseller, Rockton Software reserves the right to contact the Customer directly to offer the Annual Maintenance Agreement. The customer is not entitled to technical support, updates, or enhancements without an active maintenance agreement.

3. Technical Support

Technical support from Rockton Software, Inc. is very simple. With an active AMA in force, it is unlimited, available to resellers and customers alike. We can communicate via telephone, fax, e-mail, web conference, or other means if possible. We prefer for all customers to utilize their Reseller first for support, as the customer's Reseller is more familiar with all third party products on site and the specifics of the customer's needs. However, we will also provide direct support as requested. Without an active AMA, no technical support is offered.

4. Upgrades and Enhancements

While a customer has an active AMA, any and all product improvements are offered at no additional charge. These improvements can be downloaded by the Reseller or the Customer directly from our website at any time. They are constantly being improved and are frequently modified. We recommend you visit the website regularly to verify that you have the latest build of your product. Additionally, all Rockton Software upgrades to major releases of Great Plains are provided at no additional fee, and new registration keys are issued on request. Without an active AMA, a customer who upgrades their Great Plains system to the next major version will lose all functionality of their Rockton product, unless they choose to repurchase the product at full price.

5. Contact Us

We can be contacted by any of the following:

By Phone:	toll free: 877-4-ROCKTOn (877.476.2586)
International Phone:	208.263.5288
Fax:	253.501.4097
Office hours:	9:00 AM – 5:00 PM PST Mon-Fri

E-Mail: sales@rocktonsoftware.com or support@rocktonsoftware.com or info@rocktonsoftware.com