

OPTISYS SOFTWARE SERVICE OPTIONS: (OPTIDRIVER)

RETAIL PRICING - November 2000

Supported Software – Optisys supports current releases of software only. All prior releases are only supported for 12 months from the date of purchase. After 12 months priority service agreements are required for all support.

I. WARRANTY SERVICE OPTIONS:

- A. Standard Warranty - Twelve (12) month warranty on software from date of purchase, as stated in software license. Ninety (90) day free technical phone support. After ninety (90) days \$300.00 per incident fees apply on all non-warranty issues and billing information must be provided prior to service. Free software download upgrades for twelve (12) months from date of purchase. During warranty replacement diskettes of original diskettes are a fee of \$100.00 plus a shipping and handling fee.
- B. Priority Service Agreement - 1 year.
Term is twelve (12) months from date of agreement purchase. This includes exchange for defective disk(s) or software files, four (4) working hours priority phone response, and phone support and software download upgrades are free for any software upgrades for the twelve (12) month period of this agreement.

II. OUT OF WARRANTY SERVICE OPTIONS:

- A. Priority Service - 1 year.
Term – Twelve (12) months from date of agreement purchase. This includes exchange for defective disk(s) or software files, four (4) working hours priority phone response, and phone support and software download upgrades are free for any software upgrades for the twelve (12) month period of this agreement.
- B. Phone Support. (8:30-5:00 p.m. Monday through Friday Arizona/MST)
Require service agreement purchase.
- C. Upgrades – Requires service agreement purchase.
- D. Defective Diskette – Lost diskette
Require service agreement purchase.

TERMS:

Initial software purchases and annual (12 month) software support agreements are sold through authorized Optisys Resellers/Distributors at time of software purchase. After sale and out of warranty agreements and service options are through reseller and Optisys. Optisys requires current software versions to receive support. Optisys provides free downloadable upgrades to customers with software in warranty or customers with priority software agreements in force. Warranty support for an older release of Optisys software is only available for one year from date of release of prior product version. All service options may also be purchased through Optisys at list prices and are in U.S. dollars. Prepaid by credit card (VISA, MC, AMEX), approved purchase orders, C.O.D., wire transfers, cashiers check, money order, or use of credit on account.

Note: Prices are subject to change without notice.

PRICING SCHEDULE -SERVICE AGREEMENTS

Optisys Software	Support Agreement	Annual	Priority Support	
Product Number	Part Number	1 Year	Part Number	2 Year
Optidriver 2000 Software (Worm, erasable, multifunction. CD-ROM, and PD support)				
OPT-SA	OPT-SA-M	\$ 265.00	OPT-SA-M2	\$ 556.00
OPT-AC-2	OPT-AC-2-M	\$ 470.00	OPT-AC-2-M2	\$ 989.00
OPT-AC-3	OPT-AC-3-M	\$ 777.00	OPT-AC-3-M2	\$ 1,632.00
OPT-AC-4	OPT-AC-4-M	\$ 1,556.00	OPT-AC-4-M2	\$ 3,269.00
OPT-AC-5	OPT-AC-5-M	\$ 1,946.00	OPT-AC-4-M2	\$ 4,087.00
OPT-AC-6	OPT-AC-6-M	\$ 2,728.00	OPT-AC-4-M2	\$ 5,729.00