

## DSI Software Maintenance Products

<b>DSI Software Maintenance Products – Benefits and Pricing Schedule</b>		
<b>Description or Benefit</b>	<b>Standard Maintenance</b>	<b>Deluxe/Spectrum Maintenance</b>
<b>Individual CPU Installations:</b>		
Annual Price for <i>eXpress</i> and <b>DIM</b> (Single CPU / 2 <sup>nd</sup> CPU / each additional CPU)	call / call / call	call / call / call
<b>Networked Multi-User Installations:</b>		
Annual Price for <i>eXpress</i> <b>DIM</b> , and <b>REM</b> (Up to 3-User / each additional Seat)	call / call	call / call
<b>Intra-Organization License Transfer:</b>		
	call / seat / year	call / seat / year
Software Updates – Distributed upon availability	All General Releases and Patches (see note)	All Releases (Major, General and Patches)
Telephone Support	Maximum Support = 8 hours	Maximum Support <b>Deluxe</b> 1-10 seats - 40 hours <b>Spectrum</b> 11-20 seats - 80 hours 21-30 seats - 120 hours
a) Software and Installation Assistance	Yes	Yes
b) Diagnostic Modeling and Guidance	No	Yes
Priority Ranking for Suggesting New Software Feature Request(s)	High	Highest
<b>Option to Purchase Additional Telephone Support in 8-Hour Time Blocks</b>	<b>12% off - Limit 1 Block</b>	<b>23% off - Limit 5 Blocks</b>
Labor Rate Reduction used for additional Services (shown as Reduction % subtracted from “DSI Licensee” Published Labor Rate)	2%	5%

Note: Release types are reflected in the three-part version numbers associated with each version of the *eXpress* software. *Major Releases* (which are included under the Deluxe and Spectrum Maintenance packages) are those in which the first of the three numbers changes (**X**.0.0). In *General Releases* the first number remains the same, but the middle number changes (x.**X**.0). General releases are made available to all customers with a current Maintenance Agreement (Standard, Deluxe and Spectrum). *Software Patches* are available to all *eXpress* users and are indicated by a change to the third number (x.x.**X**).