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SOFTWARE SUPPORT

and

MAINTENANCE CONTRACT

Thank you...

for investing in AutoData Systems software and imaging scanners. We are certain you will enjoy the benefits of our innovative automated data collection solutions for the desktop for years to come.

AutoData's annual Software Support and Maintenance Contract includes the following services for the licensed software product listed in this contract:

Software Installation and Product Use

Technical phone and email support to include software installation, setup and questions regarding general use of AutoData products covered by this Support and Maintenance Contract.

Scanner Installation and Setup

Technical phone and email support to include scanner installation and setup. AutoData will ensure connectivity between AutoData software and imaging scanner; however, support is limited to scanners currently supported by AutoData Systems. Scanner manufacturer's warranty will cover all scanner-related hardware problems.

Form Design and Layout

Technical phone and email support for form-related issues, including basic design or layout questions.

Product Information and Enhancements

Download software updates featuring the latest product enhancements at your convenience, day or night, from the AutoData web site.

Self-Help on the AutoData Web Site

24-hour access to a special section on the AutoData web site (www.autodata.com). This reserved area will include product announcements and the latest FAQs—a great tool for all customers.

Future Savings

Customers who purchase a Software Support and Maintenance Contract are eligible for a 25% discount on the next major software upgrade (e.g., v.2.0 to v.3.0). This special discount guarantees you the lowest contract price available.

Getting Support Over the Phone:

1. Call the AutoData Support Line at **952-945-2801** between 8:30 am and 4:30 pm CST.
2. Provide the following information to the customer support representative:
 - a. Name
 - b. Organization
 - c. Customer number
 - d. Product serial number
3. Identify the nature of your problem or question. The AutoData support representative will troubleshoot your issue.

Getting Support Through Email:

1. Email questions to: **support@autodata.com**
2. Provide the following information in the email message:
 - a. Name
 - b. Organization
 - c. Customer number
 - d. Product serial number
3. AutoData Support will forward a response via return email.

Customer Number: _____

Software Product: _____

Product Serial Number(s): _____

Contract Expiration Date: _____

Authorized by: _____