

KEEP ME CURRENT PLAN

The Keep Me Current Plan is a cost-effective annual update and support plan that provides QXpress customers with major upgrade releases and minor revision releases of the software. As well, customers covered under this plan are eligible to use all QXpress support tools including Telephone Support, e-Support and User Forums. Subscribing to the Keep Me Current Plan ensures that you are always taking advantage of the most recent version of QXpress and that you can always get answers to your technical questions

What are the Benefits?

- **Free software upgrades.** You have immediate, FREE access to any major upgrade released for QXpress during your subscription period (ex. QXpress version 7.0 to QXpress version 8.0).
- **Free software updates.** You have immediate, FREE access to any software updates/revisions released for QXpress during your subscription period (ex. QXpress version X.1 to QXpress version X.2).
- **60 FREE Service Minutes.** With your subscription, you will also receive 60 FREE Service Minutes which can be used to receive technical support via Telephone Support or e-Support. These minutes never expire.
- **Eligibility to receive technical support.** You are eligible to use all QXpress support tools including Telephone Support, e-Support and User Forums for the duration of your subscription period. **NOTE: These support tools are only available if you also have Service Minutes available in your account. Otherwise, additional Service Minutes can be purchased for \$75 per hour.**

Who Should Subscribe?

- **If you are renting QXpress,** you **do not** need to subscribe - your monthly rental price includes upgrades, updates and eligibility for support.
- **If you purchased QXpress within the past 12 months,** you **do not** need to subscribe at this time. Your purchase includes 12 months of upgrades, updates and eligibility for support. However, you will have to subscribe on the 12-month anniversary of your purchase if you want to continue receiving upgrades, updates and technical support.
- **If you purchased QXpress more than 12 months ago,** it is highly advised that you subscribe in order to continue receiving upgrades, updates and technical support.

How Long is the Subscription Period and What are the Fees?

- **Option 1:** If you renew before the expiration of your existing Keep Me Current Plan, or within 12 months of it expiring you may choose Option 1, for a fee of \$295 USD for QXpress Standard, \$325 USD for QXpress Gold, \$355 USD for QXpress Platinum and \$595 USD for QXpress Enterprise. In this case your “subscription date” is defined as the same day your previous Keep Me Current Plan expired.

For example, if you are using QXpress Standard, your expiry date is June 1st, 2004, and you renew on August 1st, 2004 with Option 1, your fee is \$295, your subscription date is June 1st, 2004, and your subscription period will last until June 1st, 2005.

NOTE: With Option 1, your subscription period lasts one year from your previous expiration date, regardless of the date it is actually renewed.

NOTE: Keep Me Current Plan prices are ‘grandfathered’. If prices increase for your version of QXpress, you will retain the original price set the day you purchased that version.

- **Option 2:** If you renew following the expiration of your existing Keep Me Current Plan, you may choose Option 2, which is the annual price of \$295 to \$595 (depending on your version) plus \$30 to \$60 (depending on your version) for every month between the expiration date of your previous Keep Me Current Plan and the date you renew. In this case your “subscription date” is defined as 12 months from the day you renew.

For example, if you are using QXpress Standard and your expiry date is June 1st, 2004, and you renew on August 1st, 2004 with Option 2, your fee is \$355 (\$295+30+30), your subscription date is August 1st, 2004, and your subscription period will last until August 1st, 2005.

NOTE: The subscription fee cannot exceed the current value of the QXpress version you are using.

How do I Get More Information?

For more information on The Keep Me Current Plan email info@alocet.com or call 1-877-529-6659.