



# SOFTWARE SUPPORT AGREEMENT

## TERMS AND CONDITIONS

1. The Draft-Co, Inc. Software Support Agreement will include support for the following products: AutoCAD, AutoCAD Map, AutoCAD LT, Autodesk ISD Products (Including the Civil 3D & Land Desktop), and Raster Design Products. The Autodesk MapGuide products are also supported for an additional fee.
2. Draft-Co, Inc. will provide your site, under this Software Support Agreement, unlimited support by telephone, fax, and/or e-mail during normal working hours.

### *DRAFT-CO, INC. SUPPORT AGREEMENT CONTACT INFORMATION*

<b>Telephone Support</b>	740-633-5477
<b>FAX Support</b>	740-633-5422
<b>E-Mail Support</b>	<i>Support@draft-co.com</i>

3. The annual fee for the Draft-Co, Inc. Software Support Agreement is \$650.00 per year and is payable within thirty (30) days of enrollment.
4. The annual fee for the Draft-Co, Inc. Software Support of MapGuide is \$1,000.00 per year and is payable within thirty (30) days of enrollment.
5. Draft-Co, Inc. trained support personnel will help the customer find a solution to the problem or suggest an alternative approach. Draft-Co, Inc. cannot guarantee that every problem encountered will be solved, although we will exhaust every resource available to provide a solution to that problem.
6. The terms of this agreement will commence on the date a signed copy of **this** document is received by Draft-Co, Inc. and shall continue for a period of one year. This agreement will be terminated if customer fails to pay the annual subscription fee within thirty (30) days.
7. In no event will Draft-Co, Inc. be held liable for any indirect, consequential, special, or incidental damages related to the provided solution or lack thereof.

Standard support agreement \$650.00

MapGuide support agreement \$1,000.00

Standard and MapGuide agreement \$1,650.00

#### *Required Information*

Company Name:	Contact Name:
Address:	City/State/Zip:
Telephone/Fax:	E-Mail:

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_ P.O. \_\_\_\_\_

Please mail this completed and signed form to Draft-Co, Inc., 405 South Fourth Street, Martins Ferry, OH 43935, or fax it to **740-633-5422**.