



At OptiPro Systems, we are always seeking ways to improve our customer support. We appreciate your business and will continue to work diligently to keep you satisfied. Based on feedback from you, it is clear that you want a complete support organization, which is:

1. **Responsive** – Quick to help you with your questions and problems.
2. **Knowledgeable** – Technical personnel with a vast knowledge of the software products that we sell and the ability to support them on each of your machines.

MASTERCAM MAINTENANCE SUPPORT AGREEMENT

With a Mastercam Maintenance Support Agreement, you will enjoy the following benefits:

Major Releases – Made available at no additional charge. Available for download at: <https://www.mastercam.com/downloads/>

Enhancements – Also known as "apps" - These include new options to existing features. These features are only available to maintenance customers. New Enhancements will be available several times a year. Also available for download at: <https://www.mastercam.com/downloads/>

Future Functionality - You'll have early access to any brand new features that are pre-released to Maintenance customers only. Non-Maintenance customers will have to wait until a major release, giving your shop a competitive edge.

Updated Translators – You will have access to the latest translators for CAD files that you are eligible to receive. You will not have to wait until the new version release.

Mastercam-supplied Add-ons – These specialized tools are created by CNC Software and plug into Mastercam, supplying unique tools for specific work (aka-C-Hooks). Only available to Maintenance customers.

Free telephone technical support – Between the hours of 8:00 AM to 5:00 PM, on any business day. This is not a substitute for training, we reserve the right to recommend training.

Please note that the Maintenance Support Agreement does not cover Post Processor modifications or customizations