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.

- **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.

- **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 the competitive edge.

- **Updated Translators**
  You will receive 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-in to 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 EST, on any business day) This is not a substitute for training, we reserve the right to recommend training.

- **E-mail Support** questions to Mastercam@optipro.com

- **You will be eligible to attend free "Jam Sessions"** where you will be with a limited number of other MasterCam users to meet with our technical staff on the first Friday of each month in order to discuss questions that you may have.

- **Special Pricing on our Training Classes** – we offer Custom Classes specific to your application, Group Training and Night Classes- call for details.

Please note that the Maintenance support contract does not cover Post Processor modifications or customizations.

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