

# SEGManager 2000 Maintenance and Support Subscription

NEW VISION

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This Maintenance and Support Subscription between New Vision and "Customer" is for a term of twelve (12) months from date of the signed Agreement.

"Customer" agrees to prepay Maintenance and Support Subscription fees in the amount of \$400.00 per year for which New Vision will provide the following:

1. Unlimited telephone and/or email support for technical issues relating to the use of SEGManager 2000.
2. Unlimited telephone and/or email support for usability issues relating to the use of SEGManager 2000.
3. Updates and Upgrades to the software including improvements, adjustments, and additions will be provided at no charge to "Customer". New Vision will prepay shipping and handling.
4. Technical and usability support will be provided Monday through Friday between the hours of 9:00 a.m. to 5:00 p.m. Pacific time. Support is not available during weekends and holidays.
5. Support requests may be made by telephone: 909.795.9511 or email: tech.support@segmanager.com
6. In the event that all support personnel are busy when a call for support is placed, calls will be returned within two (2) hours or less.
7. Support staff will remain available until all issues are resolved to "Customer's" satisfaction.

This Subscription shall be renewed automatically on an annual basis. New Vision will advise "Customer" of the renewal date via billing statement forty-five (45) days prior to expiration of this Subscription. At that time, "Customer" may remit payment OR advise New Vision of its intent to cancel this Subscription on the expiration date.

The undersigned has read this Agreement and agrees to its terms and conditions:

By: \_\_\_\_\_ Title: \_\_\_\_\_

Credit Union: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

If no SEGManager 2000 Maintenance Subscription is in effect, the following Support & Maintenance terms apply:

Technical support will be provided free of charge for 60 days only after the date of SEGManager 2000 purchase.  
After 60 days, \$35 per telephone support incident will be charged.  
Software Updates are \$150.00 each plus shipping and handling.  
Software Upgrades are at the prevailing rate at time of release.

Please return a signed copy of this document with your check for \$400 to the address below.

**New Vision**  
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Yucaipa, CA 92399  
phone: 909.795.9511 fax: 909.795.0010  
Email: tech.support@segmanager.com