

ConMas i-Reporter

Information on Annual Maintenance Support

CIMTOPS Corporation
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ConMas i-Reporter What is Annual Maintenance Support?

In order to use the ConMas i-Reporter you have purchased, we have an annual maintenance support that covers operational inquiry correspondence, response to trouble, reception of requested functions, and offers of free upgrade versions of the product to be implemented.

What is annual maintenance support?

Various support menus can be used on the support web site.

Information is full content including various benefits such as browsing the manuals and providing upgrade versions.

Customers are provided with a variety of support by joining the annual maintenance support program.

At the time of implementation, customers subscribe to the “ConMas i-Reporter Annual Maintenance Support” program.

After joining, we will issue a “ConMas i-Reporter Annual Maintenance Support Certificate.

Annual maintenance support is automatically renewed, and after the second year, the distributor will give customers an update notice.

After confirming the customer’s renewal, the annual maintenance support is renewed and continues.

ConMas i-Reporter Contents of Annual Maintenance Support

Maintenance Support Fee

Total purchase price of ConMas i-Reporter license × 15%

Maintenance Support Contents

① Provision of support web

- Provision of ConMas i-Reporter support Web that can be logged into using your own user ID and PW.
- The latest information such as operation instruction manuals, document downloads, and software updates are available.

② Inquiry about technical issues from Support Web reception form

- Response to inquiries about products and unclear operational points will be provided through the support web reception form.
- Requests are also accepted in relation to improvements in operability, functional improvements, and other requests.

③ Providing version upgrades

- When software upgrade version is released, the new version of software will be provided free of charge.

ConMas i-Reporter Annual Maintenance Support Start Times

[Warranty period (Free)]

3 months, including the month in which the license was delivered.

[Annual maintenance support start month]

The first day of the 3rd month after the license delivery date.

[Invoice issuing date]

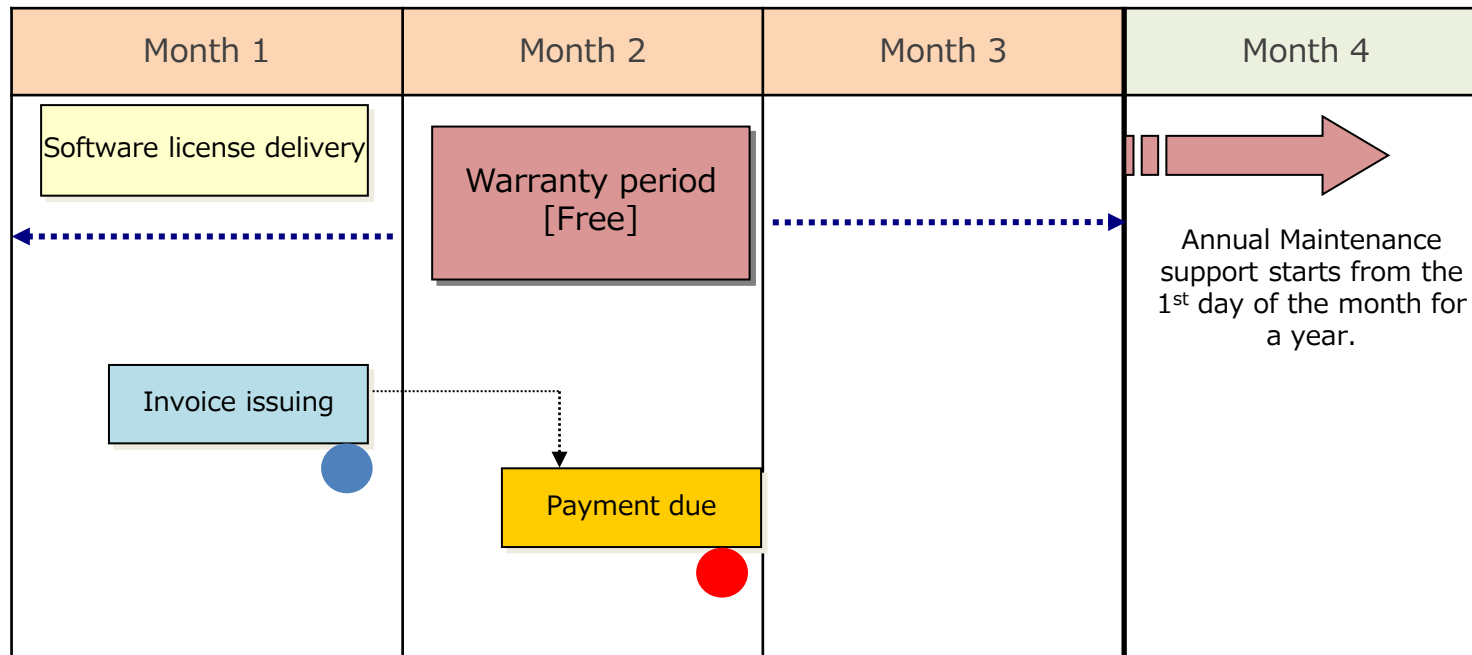
Annual maintenance fees are invoiced with the cost of the license in the month the license is issued

[Payment due]

End of the following month in which the invoice is issued

[Continuation of annual maintenance support from 2nd year]

Customer will be noticed about the annual maintenance support update by 2 months before the end of current period.



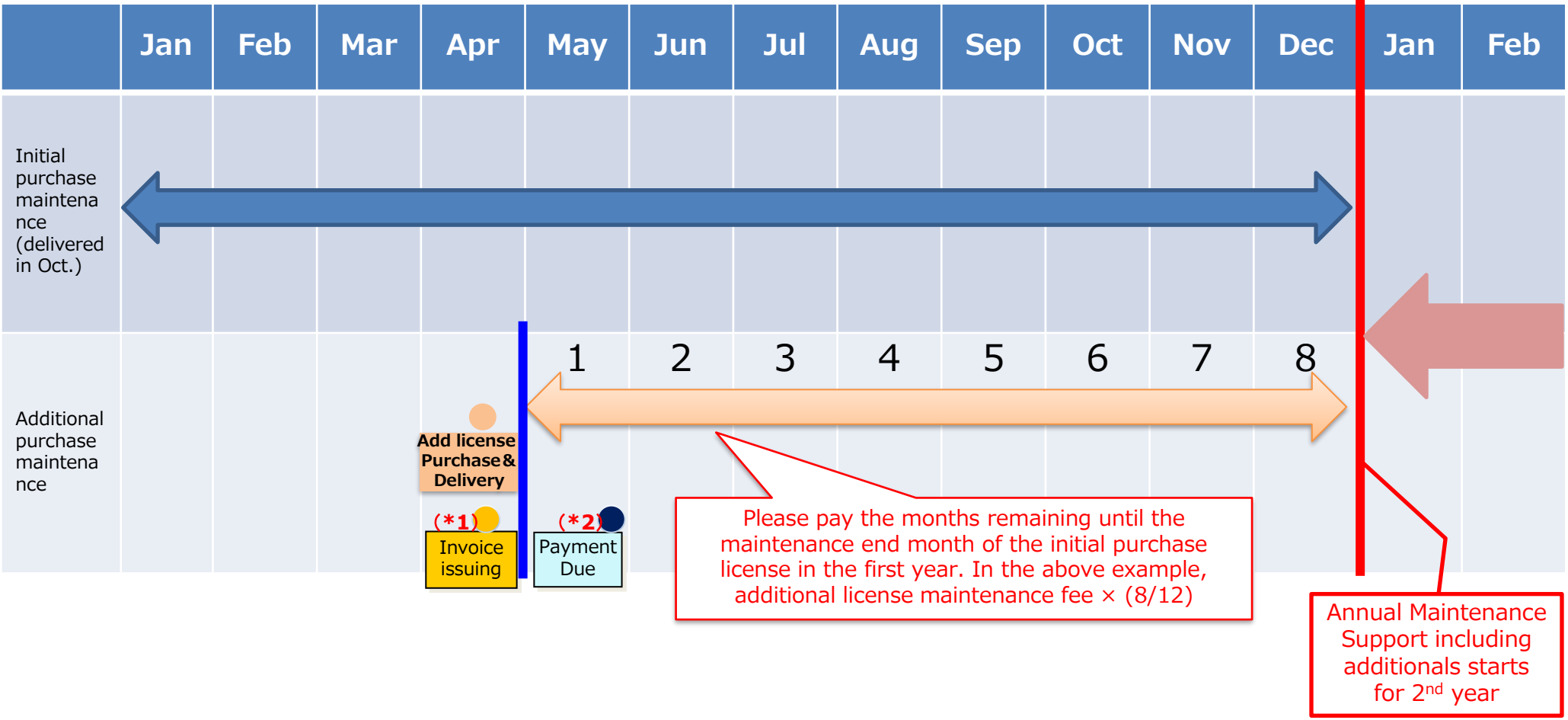
ConMas i-Reporter Annual Maintenance Fee for Additional User License^①

If an additional user license is purchased, you'll be billed a maintenance fee for the additional user license until the current contracted period. Additional user licenses do not have a free warranty period.

An invoice will be issued at the end of the month in which the additional license is issued **(*1)**

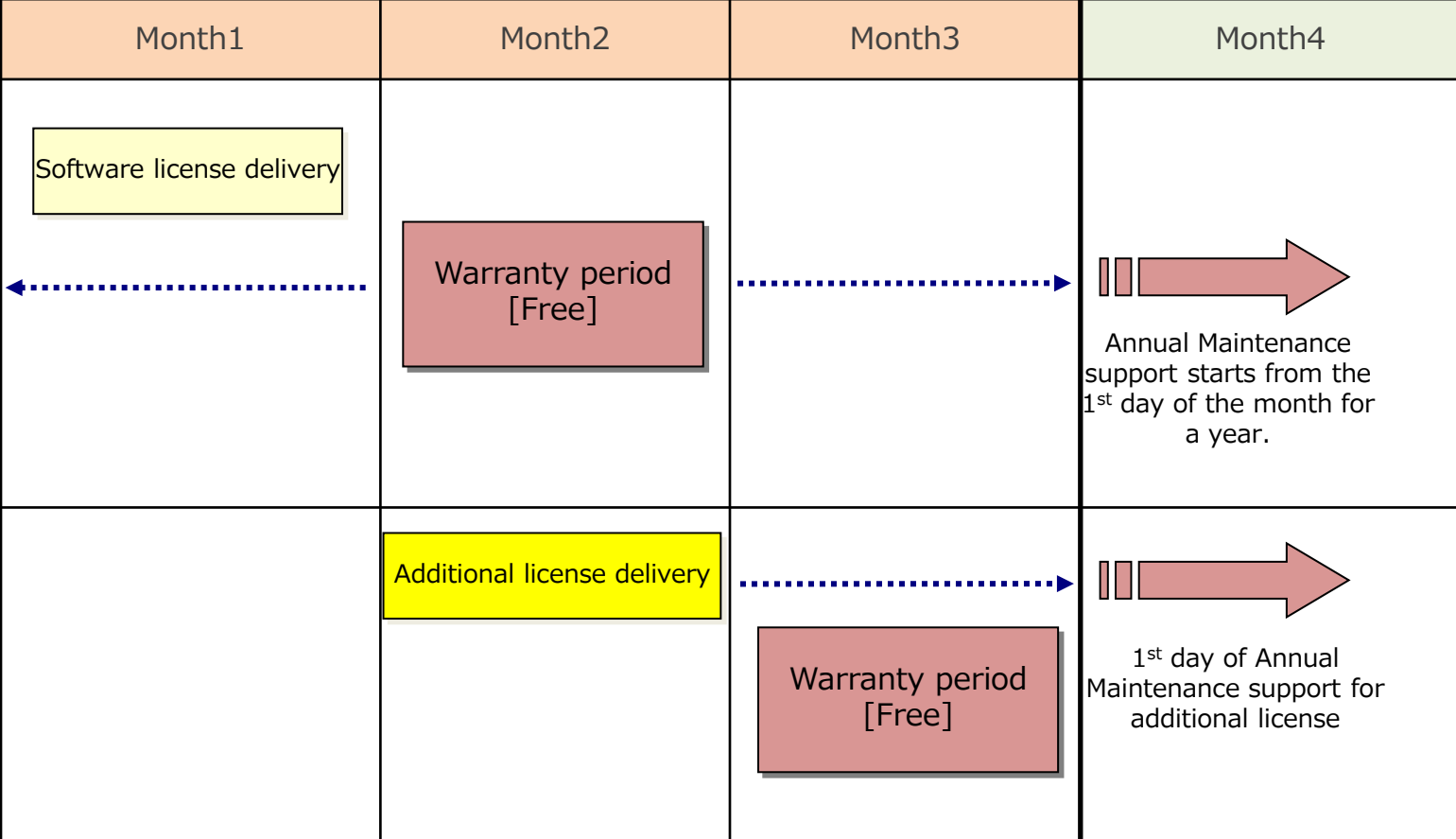
The payment is due by the end of the month following the month in which the additional license is issued **(*2)**

From the next year, the maintenance fee in total will be billed at once.



ConMas i-Reporter Annual Maintenance Fee for Additional User License^②

As we explained in previous page, additional user licenses do not have a free warranty period. But if additional licenses are purchased during the free maintenance period of the original license purchase, free maintenance period will be given for additional license and annual maintenance contract starts at the same time as the license you initially bought.



ConMas i-Reporter Renewal of Annual Maintenance Support

Notes on renewal

① Cannot be cancelled the Annual Maintenance Support contract in the middle of the maintenance period

- The paid maintenance fee will not be refunded even if you do not use the support.

② Annual Maintenance support contract renewal is required for all existing users and options

- Below the number of licenses currently in use and excluding of options cannot be allowed to renew the contract.

What if the Annual Maintenance Support is not renewed?

- The user ID/password for the Support WEB site will become invalid and the customer won't be able to log in.
- Even if the software upgrade version is released, the latest version of the software will no longer available.
- The customer can resume their Annual Maintenance Support Contract any time, but the Maintenance fee must be paid retroactively from the time of contract ends to the time of contract resumes.