

The AppSense logo is positioned in the top right corner of the page. It features the word "AppSense" in a dark blue, sans-serif font, with a registered trademark symbol (®) to its upper right. The background of the top half of the page is a dynamic, abstract composition of flowing, translucent blue ribbons that create a sense of motion and depth.

AppSense®

Software Subscriptions

AppSense Software Subscription Program

The AppSense Software Subscription Program provides its members with the opportunity to benefit from the latest product releases, service packs and upgrades, all of which are available from myAppSense.com. As a member of the program, this ensures your AppSense solution is completely up to date and delivering you the benefits you expect from a best-in-class software solution.

Membership to the program guarantees you remain up to date with the latest product functionality.

myAppSense.com

www.myAppSense.com is the support portal for our customers, comprising of:

- > A store for all licenses, license keys and certificates**
- > A store for all current myAppSense.com account users
- > Current and previous versions - only those currently supported by the AppSense software, newest patches and service packs for download (subject to software subscription and license purchase)
- > Current documentation:
 - > Installation guides
 - > Getting started guides
 - > Technical guides
 - > Upgrade guides
 - > Deployment guides
 - > Release notes
- > A configuration center storing optional pre-written configurations to help set up and configure AppSense software
- > Support section to log support calls online and keep track of case numbers, call notes and log dates with a valid technical hotline support contract.

** myAppSense.com Super Users have visibility of all licenses held by the customer or partner. Other myAppSense.com users have visibility of licenses assigned to them only. The license are assigned to Primary Technical Contacts, so please ensure the correct Primary Technical Contact details are provided to AppSense.

Software Subscriptions

Software Subscription includes all the latest versions of software ensuring that you are future proofed for all enhancements of your chosen AppSense solution. This will typically include a major and minor upgrade each year.

The definitions of what is included in Software Subscription are as follows:

- > Major releases - Extensive feature enhancement
- > Minor releases - Small feature enhancements
- > Service Packs - Bug Fixes

You will be notified of all major releases at the time of availability by email. The email address to which the notification will be sent will be the email to where the original licenses were sent.

Obtaining Product Version Upgrades

The latest version can be downloaded at www.myAppSense.com - upgrades are available to customers with a current AppSense Software Subscription Package.

Key features

- > Hot fixes
- > Service Packs
- > Latest product developments
- > New Version releases
- > One major and minor upgrade per year (typical)
- > Personal online subscriptions account available 24/7 @ www.myAppSense.com
- > Advance exposure to the latest AppSense products and technologies
- > Invitation to AppSense Beta Program (available to select customers)

Useful information

COUNTRY	TELEPHONE NUMBER
UK	0161 216 3250
USA, South America and Canada	866 APPSENSE
Germany, Austria and Switzerland	0800 0007 290
Australasia	1800 631 386
Worldwide	+44 (0)161 216 3250

The AppSense Customer Service department assists customers, partners and prospects with any AppSense query. From general accounting queries to support case follow-up questions or enquiries, Customer Services will be able to support, action and resolve.

Customer Service Contact Details:

Tel: 0845 618 2728

Email: customerservices@appsense.com

Outside UK/International: please dial your Country origin number (see table above)

(GMT) time zone: Monday to Friday, 09.00am - 17.30pm standard business working hours.

AppSense Software Subscription

The AppSense Post-Sales Group is dedicated to providing responsive, high-quality assistance with your software subscription renewals and related enquiries and product developments and upgrades.

†AppSense Software Subscription service is available separately to the Technical Hotline Support contract. For any further information please do not hesitate to contact the AppSense Post-Sales Group on +44 161 216 3200 or visit www.appsense.com/support

Subscription Renewal

Your Account Director will contact the contract owner by phone or email within 3 months of the contract expiry to arrange a renewal or contract extension. AppSense guarantee that should you wish to continue or indeed extend the Software Subscription Agreement beyond the contract term; the renewal costs for Subscription will not differ from the prices originally paid.



www.appsense.com

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