

Premier Support and Platinum Premier Support are annually renewable programs that provide you with important benefits including technical support, product maintenance and substantial cost-saving features for your GAUSS or GAUSS Engine licenses.

### Technical Support

- > Unlimited priority technical support
- > Fax, Email and telephone access to Aptech's well-trained technical support team
- > Timely and convenient answers to your technical questions on GAUSS or GAUSS Engine and applicable in-house GAUSS applications

### Savings and Benefits

- > Limited-time discounts on selected new products
- > Updates to GAUSS or GAUSS Engine as applicable at either discount or no cost
- > Laptop use of your applicable GAUSS or GAUSS Engine license

### Product Maintenance

- > User account on our website where you can download the latest revision of any in-house GAUSS product you own, 7 days a week, 24 hours a day

Feature/Benefit	Premier Support	Platinum Premier Support
Technical Support	✓	✓
User account on Aptech's website	✓	✓
Limited-time discounts on selected new products	✓	✓
Laptop license for off-site use (e.g., home, traveling, etc.) of applicable GAUSS or GAUSS Engine license (Floating Network Licenses: 1 laptop license included. Additional laptop licenses available for an additional fee)	✓	✓
Disaster Recovery Licenses of applicable GAUSS or GAUSS Engine license (Floating Network Licenses only)	✓	✓
Significant discounts on updates to GAUSS or GAUSS engine	✓	
Updates to GAUSS or GAUSS Engine at no additional cost by download		✓
Updates to all in-house GAUSS applications at no additional cost by download		✓