



NT CAD/CAM Customer Partnership Agreement

Executive Summary

As an important customer to New Technology CAD/CAM this agreement has been put together as part of our long-term commitment to you and for the support service we exclusively supply.

This document gives you a unique set of benefits gained from our 13 years of experience in supporting SolidWorks and its partner products. Some of the unique benefits included as part of your maintenance contract are:

- SolidWorks Application Programming Interface support
- Retraining
- Interactive support centre
- Update training on new releases of product
- NT Service Points Scheme

Each year points are added to your account which you can exchange for services, ensuring that as a valued NT CAD/CAM customer you obtain maximum benefit from using the software each and every year you are on subscription, irrespective of whether you have been using SolidWorks for 1 year or 10 years.

1. Introduction to the maintenance packages

The maintenance package consists of three parts. Firstly, the standard maintenance and support services provided by all SolidWorks resellers worldwide. Secondly, the additional services that NT CAD/CAM supply. Thirdly what qualifying customers get in addition to the standard services that NT CAD/CAM offer.

1.1. Definition of a Qualifying Customers

- 1.1.1. Customer type** □ These benefits are only available for commercial customers of NT CAD/CAM and not for Educational establishments.
- 1.1.2. Licenses on Maintenance** - All of your active licenses should have a valid maintenance contract. This has to be a minimum of 75% of the licenses purchased through NT CAD/CAM.
- 1.1.3. Maintenance price** - full maintenance price has to be paid for these licenses within the agreed payment plan.

2. Standard Maintenance and Subscription services offered by SolidWorks and NT CAD/CAM

- 2.1.** Software upgrades and patch enhancements.
- 2.2.** SolidWorks Manufacturing Network.
- 2.3.** Enhancement requests.
- 2.4.** Telephone Support □ Call our Support Hotline on 0800 0186954 between 9am and 5pm Monday □ Friday. The support desk is closed on Bank Holidays & from Dec 27th □ Dec 31st.

3. Additional enhanced services that NT CAD/CAM offer over and above the standard maintenance to all customers on maintenance.

- 3.1. Update training** □ On all new major releases of the software we provide training to ensure that you familiarise yourself with new functionality.
- 3.2. Retraining** - If you, as an NT CAD/CAM customer feel you need to redo any of the training you have attended you may attend the same course again free of charge any number of times.
- 3.3. API** - SolidWorks Application Programming Interface support.
- 3.4. Call Logging** - Your call will be logged on our support database, you will be given a log number enabling you to check on progress.
- 3.5. Speed of response** □ NT CAD/CAM guarantee that one of its SolidWorks certified support engineers will contact you within one hour if not immediately. 2 NTSPS points will be offered if we have not attempted to contact you within this time. The support desk is open from 9am-5pm, Monday to Friday.
- 3.6. Support area Access** □ On the NT CAD/CAM website (www.ntcadcam.co.uk) there is a download area and additional support services including webex, to allow an interactive live communication over the web, viewing problems first hand.

3.7. NT Interactive Support Centre □ A custom SolidWorks application which enables the access to NT CAD/CAM support services directly from the SolidWorks interface thus directly at hand at all times.

4. NT Service Points Scheme (NTSPS) for qualifying customers

The NT Service Points Scheme (NTSPS) is points scheme whereby qualifying (see 1.1 for details of qualifying customers) customers earns points each year which can be exchanged for NT CAD/CAM Services as detailed below in the eligible services in 4.2

4.1. NTSPS Points

Each time a qualifying customer renews their maintenance they accrue NTSPS points as follows. These points will be valid for the duration of the time that the qualifying customer is on continual maintenance. These points are not exchangeable for any other vouchers or credits given by NT CAD/CAM. If the maintenance lapses then the NTSPS points return to zero. For each seat of SolidWorks renewed: 1 point if they are continually maintained for 3 years or less, and 2 points if they are continually maintained for 3 years or more. This is shown in the below table:

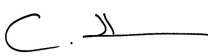
	NTSPS Points
SolidWorks Seat < 3 yrs continual maintenance	1
SolidWorks Seat > 3 yrs continual maintenance (3 rd Maintenance Renewal)	2

4.2. Eligible Services

Service	NTSPS Points
SolidWorks self help guides for Photoworks, amimator □ .. Each guide	3
SolidWorks Sheet Metal & Weldments Training course held at NT CAD/CAM's Offices	5
SolidWorks Advanced Surfacing Training course held at NT CAD/CAM's Offices	5
NT CAD/CAM CAD Administrators Boot Camp course held at NT CAD/CAM's Offices	5
On Site Consultancy day □ 1 days of NT CAD/CAM engineer for any requirement	8
Health Check □ 1 day on site plus report by NT CAD/CAM	10
SolidWorks Expert Training course held at NT CAD/CAM's Offices	10
SolidWorks Certified Training course held at NT CAD/CAM's Offices	12

5. Agreement Term

This partnership agreement can be cancelled by either party giving 12 months notice in writing. Please note that this agreement runs in conjunction to the standard SolidWorks maintenance contract. By signing this the customer is committing to giving 12 months notice both on this and on the standard SolidWorks maintenance contract. NT CAD/CAM reserve the right to amend the details of the contract without notice.

Signed on and behalf of
 NT CAD/CAM 

Name Chris Horn

Position DIRECTOR

Signed On and behalf of
 Customer _____

Name _____

Position _____