

Mentalix Maintenance Agreement

Effective From: _____ Through: _____

Customer: _____ Contact: _____

Telephone: _____ Fax: _____ E-Mail: _____

Billing Address: _____

Product Location Address: _____

Date Purchased: _____ Invoice#: _____

Licensed Product(s): _____ Software Serial Number: _____

Host Name: _____ Host ID: _____

Mentalix, Inc. agrees to provide the maintenance and support services specified below, subject to the terms and conditions set forth in this Agreement for the Product(s) represented by the above Serial number.

The Mentalix Maintenance Agreement ensures that users have the most up-to-date maintenance version of their purchased Mentalix software. Customers with current maintenance agreements are eligible for the following discounts and services for the length of their maintenance purchase:

- **Pixel!FX Hotline:** Maintenance customers are encouraged to contact us via e-mail at hotline@mentalix.com or by phoning 1-800-MENTALX (1-800-636-8259) domestically and 1-972-423-9377 Ext. 33 internationally.
- **Mentalix World Wide Web Support Services:** Maintenance customers are also encouraged to contact us via WWW at <http://www.mentalix.com>.
- **Major Releases vs. Maintenance Releases:** Each release has a major (M) and minor (m) identifier in the form M.mm that is printed each time the program is invoked. Major releases are designated via the major identifier, to the left of the decimal point, and consist primarily of new functionality. Maintenance releases are designated by the minor identifier and consist of problem corrections and documentation changes and clarification. Maintenance releases will be provided periodically at no charge to customers with current maintenance agreements. Mentalix reserves the right to substitute a different version of the product in lieu of a maintenance release at its option.
- **Upgrade Discounts:** Current maintenance holders are entitled to special discount promotions offered periodically by Mentalix on upgrades to major releases. For more information on these promotional discounts, contact your Mentalix Sales Representative at 972-423-9377.
- **Application Notes:** Mentalix Application Notes identify known problems and workarounds.

Mentalix recommends the purchase of Maintenance with each software license to ensure that users automatically receive the above services.

THIS AGREEMENT MUST BE FILLED IN COMPLETELY AND SENT TO THE ADDRESS (OR FAX NUMBER) BELOW PRIOR TO RECEIVING ANY OF THE SERVICES OR DISCOUNTS DESCRIBED ABOVE. SUPPORT CANNOT BE PROVIDED UNTIL THIS DOCUMENT IS RECEIVED BY MENTALIX.

Mentalix, Inc.

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