

# Frequently Asked Questions

**1 Who qualifies to sign up for Primetime?**

All serial numbers are eligible for Primetime if they are on the most current major version of ProvideX.

**2 How does one sign up for Primetime?**

A dealer can fill out the Primetime application form, or notify us in writing, for each serial number they would like enrolled — registered product versions (Base, Professional, E-Commerce, SSL etc.) and number of users must be indicated. Enrolled serial numbers are then entitled to ongoing software updates and all applicable upgrades while the Primetime plan is place. The serial number holder can opt out of this plan with 30-days written notice any time after the initial one-year term.

**3 Can Primetime be applied to part of the user count on a given serial number? (e.g., enroll 10 out of a total of 25 users)**

No. This plan will apply to all current users, as well as any future users, attached to that serial number.

**4 Can Primetime be applied to a subset of add-ons on a given serial number? (e.g., exclude some add-ons from the plan)**

No. This plan will apply to all current add-ons, and incorporate any future add-ons, associated with that serial number.

**5 What is the Primetime cost of a Base 10-user license?**

If the serial number is already on Version 5, the monthly fee will be equivalent to 1% the price of a Base 16+ user license (from our current standard price list). During the Primetime launch phase, there will be no billing until August 2003 — a discount of up to three months in Primetime fees!

**6 What is the cost of a Base 10-user license that is currently at Version 4 or lower?**

Before signing up for Primetime, the license must be moved to the current version (Version 5). During the Primetime launch phase, there will be a discounted **25% upgrade fee** for any serial numbers that require an upgrade to enroll in Primetime.

Once on the current version, the monthly fee will be equivalent to 1% the price of a Base 16+ user license (from our current standard price list).



**7 What is the cost of a Base10-user license at Version 4 or lower when signing up between August 1<sup>st</sup> 2003 and the release of Version 6?**

Before signing up for Primetime, the license must be moved to the current version (Version 5). There will be a **50% upgrade fee** after the Primetime launch phase.

Once on the current version, the monthly fee will be equivalent to 1% the price of a Base 16+ user license (from our current standard price list).

**8 What will the cost be for a Base10-user license that is currently on Version 4 after the release of Version 6?**

Before signing up for Primetime, the license must be moved to the current version (in this case, Version 6). There will be a **75% upgrade fee** — 50% for the Version 5 upgrade, and 25% for the Version 6 upgrade.

Once on the current version, the monthly fee will be equivalent to 1% the price of a Base 16+ user license (from our current standard price list).

**9 What happens if a serial number holder has discontinued use of their software before the initial one-year term is completed?**

Primetime has conditions in place to protect our dealers during the first year of the plan. A serial number will be allowed to withdraw from the Primetime plan with 30-days written notice if the software is no longer being used. Because of the circumstances, the serial number will be deleted from our files and no further software updates will be provided for that serial number.

**10 What happens when someone withdraws from Primetime after they receive their Version 6 upgrade, then applies to be reinstated just prior to the release of Version 7?**

A serial number can be reinstated after paying all back fees, from the date of cancellation, plus a surcharge equaling 10% of the cost of the software (from our current standard price list).

**Note:** February 2004 is the target release date for Version 6. Best Software Canada Ltd. reserves the right to change the release date for Version 6, and future versions, should it be deemed necessary.