

Trelligence Affinity™ Subscription Program

Trelligence Affinity™ software solutions for the AEC industry are offered to users on a subscription basis and include the software usage, documentation, support and upgrades for the duration of the subscription.

Software Subscriptions

Subscriptions start on the first day of the initial purchase month. The initial, minimum term of the subscription is one year, and it automatically converts to month-to-month after that. To cancel a subscription, Trelligence must be notified in writing at least 30 days prior to the first day of the following month. Please refer to your local reseller or to Trelligence for current pricing and product availability.

Software License & Keys

Subscriptions of Trelligence Affinity are licensed with either a **Local Key** – granting a single user access to the software for the subscription period – a **Network Key** or a **Team Projects Key**. Network Keys are managed by the Affinity License Server tool, and allow users to check-out and check-in license keys for a specified period of time – providing multiple users access to the Affinity software. Team Projects Keys are also managed by the License Server tool, and include the ability to store project data in an Affinity Repository (either flat file or SQL database), and allow concurrent read and update access to the project information by all team members.

License keys are provided electronically, and are automatically renewed as long as the user's subscription remains active.

Affinity License Server

The Affinity License Server gives a firm's IT department a simple and easy-to-use license key management facility, whereby keys can be stored and updated on a central server. The Affinity License Server Manager tool, included with the License Server, allows IT to quickly view the status of all license keys and request / install new keys.

Subscription Pricing and Billing

The first 5 subscription licenses (Affinity Suite, Programming, and/or Design) include a one-time setup fee. All licenses include a monthly subscription fee. The setup services may include an online orientation session, initial license key & server setup, and software installation and configuration assistance to help the user get started with Affinity.

License and subscription fees are invoiced directly by Trelligence, regardless of whether the licenses are purchased from a reseller or from Trelligence directly. All U.S.-based customers are billed for subscriptions on a monthly basis in advance (some exceptions exist for non-U.S.-based customers – please refer to your local reseller or to Trelligence for details).

Updates and Upgrades

The subscription program includes all applicable Affinity software updates and upgrades, including software patches as well as minor and major enhancements to the software. Trelligence expects to release major upgrades on average every 10-15 months. All current subscribers may download and install these new release upgrades from the Trelligence website as they are made available. Trelligence may release new products or add-ons to Affinity not included in the subscription agreement.

Documentation

A subscription includes online and offline documentation of the Trelligence Affinity software and upgrades to the documentation throughout the duration of the subscription. Affinity documentation includes extensive online Help, tutorials and sample project files.

Support

The subscription program for Affinity includes application and technical support related to the installation, licensing and functionality as described in the documentation, under normal use and circumstances. Trelligence resellers provide first line product support, according to their policies. Trelligence provides email, web and telephone support to customers who purchase directly from Trelligence and works with the resellers on support issues as necessary. Support for Affinity includes:

Web Support	Log cases online at: http://www.trelligence.com/report_new_issue.php
Email Support	Email technical issues to support@trelligence.com
Telephone Support	Contact your reseller for phone support policies. For direct customers, Trelligence offers telephone support during normal business hours (9:00 AM – 5:00 PM US Central Time) at +1.713.481.2549.
Customer Portal (Secure Access)	Secure access is provided for customers (login credentials will be supplied by Trelligence to active subscribers) at: http://customer.trelligence.com/downloads.php
FAQs (Secure Access)	Detailed FAQs are provided on the customer portal (see above).
FAQs (Public)	http://www.trelligence.com/faq.php
Affinity Product Help	From within Affinity, go to the Help menu, and select Affinity Help for interactive assistance with the software.
Web-based Documentation	For the most up-to-date product documentation, access the web-based documentation from the Affinity Help menu
Product Tutorials	Affinity Help includes tutorials to assist in learning the software.
Training and Consulting	Trelligence and many of the Trelligence resellers offer end-user training, technical training and consulting services for a fee, covering Affinity usage, configuration and implementation.