



## Trelligence Affinity™ Subscription Program

Trelligence Affinity™ software solutions for the AEC industry are offered to users on an annual subscription basis. The cost of Affinity is spread evenly over the years of use and includes the software usage, documentation, support and upgrades. Please refer to your local reseller or to Trelligence Inc. for current pricing and product availability.

### Software License

A subscription of Trelligence Affinity provides the license to use the software for the subscription period for a single user. The license is managed by a software license key tied to the individual computer. Each firm that purchases Affinity is assigned an annual renewal date for all its subscription purchases, based upon the initial month of purchase. Licenses added after the initial purchase date are prorated to tie into the firm's annual renewal date. Subscriptions automatically renew on the annual renewal date, unless the customer gives notice to Trelligence or the reseller within 60 days of the renewal date.

### Updates and Upgrades

The subscription program includes all applicable Affinity software updates and upgrades, including software patches plus minor and major enhancements to the product. 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 documentation of the Trelligence Affinity software and upgrades to the documentation throughout the duration of the subscription. Affinity documentation includes extensive online Help, an Affinity User Guide delivered as a PDF file with the software, online tutorials and sample project files.

### Support

The subscription program for Affinity includes 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 and web support to customers that 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](http://www.trelligence.com/report_new_issue.php)

Email Support – email technical issues to [support@trelligence.com](mailto: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)

Customer Portal – <http://customer.trelligence.com/downloads.php>. Secure access is provided for customers (Serial Number and password from Trelligence is required)

Online FAQs - <http://www.trelligence.com/faq.php>

Online Help – from within Affinity, go to Help, Affinity Help for interactive help in using the product

Online Tutorials – Affinity Online Help includes tutorials to assist in learning the software

Training and Consulting – while not included with the subscription, Trelligence and many of the Trelligence resellers offer end-user training, technical training and consulting services for implementing and configuring Affinity.