



ORBIT GeoSpatial Technologies Sales Models

Version of September 30th, 2016

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Products Version 17.0

*From above date on, all previously existing sales models expire and are replaced by the ones stated in this document.
The sales models in this document are the only valid until the publication of a new sales models document.*

Orbit GT Sales Models

This document may appear either as independent document or as addendum to an Agreement.

These are the Sales Models in short :

Purchase Model :

- **Purchase**, includes 1 year Maintenance + Startup Support, permanent license.
 - Option : Purchase with yearly **Maintenance**, starting from year 2.
 - Option : In absence of Maintenance, customer can update with an **Upgrade** price, again including 1 year maintenance.

NOTE : From v17 on, the Subscription model has been discontinued.

1. The Purchase model

Purchase means :

- A Purchase is a direct buy of the software according to the list price.
- A Purchase includes 1 year Maintenance + Startup Support (see below).
- The Software License is permanent, but Maintenance ends after 1 year
- To ensure updates of the software, the customer has 2 options :
 - A Purchase can be followed by yearly Maintenance, must be ordered *before end of year 1*.
 - A Purchase can be followed with Upgrade which includes 1 year of maintenance, must be ordered *before end of year 3*.
- *A Migration to a 3 or 5 year Subscription formula is simply starting the subscription - there is no discount involved.*

1.1. Definition of Maintenance

Maintenance, included in a purchase means :

- The Customer has Purchased a product in which a 1 year Maintenance + Startup Support formula is included.
- Maintenance includes the right to receive upgrades of the software, bug fixes, patches and more. See MSA (Master Service Agreement). It does not include installations nor training.

Maintenance, continued afterwards, means :

- **Precondition** : The Customer has purchased the product, and the Maintenance option has been ordered before the expiry of the inclusive 1 year Maintenance + Startup Support.
- Once the Maintenance option is ordered, Maintenance is automatically extended year per year until the customer cancels.
- Maintenance will be invoiced upfront, i.e. before start of the year at hand.
- Maintenance includes the right to receive upgrades of the software, bug fixes, patches and more. See MSA (Master Service Agreement). It does not include installations nor training.

1.2. Definition of Startup Support

Support means :

- The Customer has purchased a product in which a 1 year Maintenance + Startup Support formula is included.
- Startup Support contains 4 free Service Tickets, access to the Orbit University and online documentation (Knowledge Base) as long as valid licenses are in place.

- Startup Support is not included when the Customer purchases either of these products : MM or OBL Explorer, any MM or OBL Plugins, any MM or OBL Feature Extraction upgrades or crossgrades, any MM or OBL Publisher upgrades or crossgrades, any supplementary Client to a MM Client/Server setup.
- Support Tickets can be used for any support as described in the MSA (Master Service Agreement).
- Supplementary Service Tickets can be obtained by purchase.
- Supplementary Service Tickets need to be purchased before requesting the service.

1.3. Definition of Upgrade

Upgrade means :

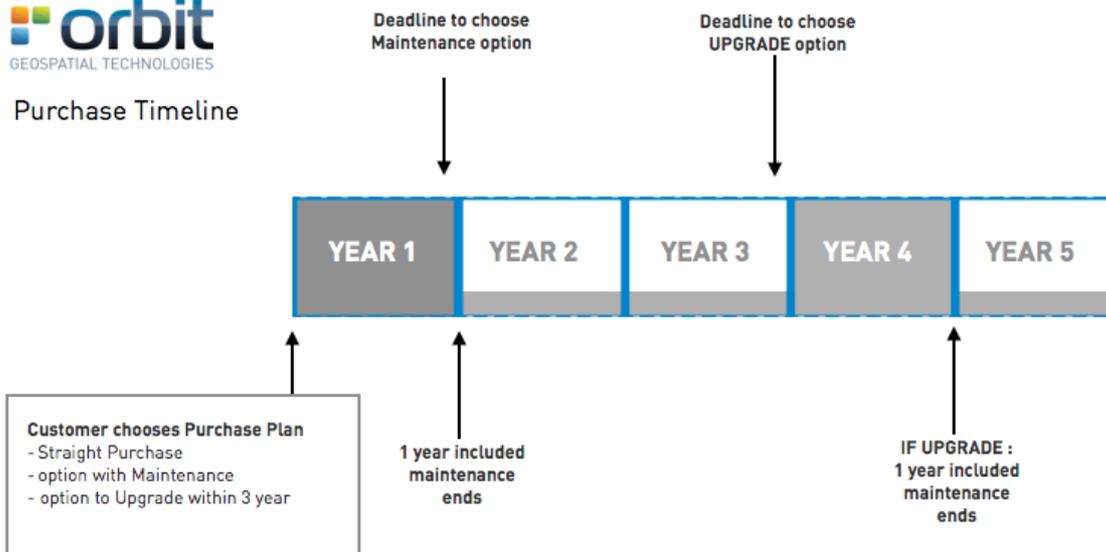
- Precondition : The Customer has purchased the same product before, and the included 1 year Maintenance + Startup Support has expired.
- Customer gets a discount on the normal Purchase price to upgrade to latest version as follows :
 - Discount is available only when ordered *within 3 years after initial Purchase*.
 - Standard discount price is 25% upon standard Purchase Price *at that time*. Prices given today are only indicative.
- The Upgrade includes 1 year maintenance. It does not include installations, training or other support.

These Purchase formulas are applicable to :

- Applicable Products : **All Desktop and Server products**
- Purchase Price : 100% of the List Price.
- Upgrade Price : 75% of the List Price at that time.
- Maintenance per year : 15 % of the current List Price, per year, from year 2 onwards.



Purchase Timeline



2. Maintenance, Support, Training and Consultancy

Below is a shortlist of the Master Service Agreement, part of the overall End User License Agreement. Do read the MSA for full understanding of the conditions.

2.1. Maintenance Arrangements

Orbit GT Maintenance includes the following:

- all software upgrades.
- access to the online Orbit GT Knowledge Base.
- fixing of bugs in the software.

Orbit GT Maintenance does not include:

- training, installations.
- consultancy.
- support, either online or onsite.
- support that does not directly relate to the proper operation of the Orbit GT software.
- support for the platform or operating system in use.
- 24/7 support.
- new software or extensions to products listed Orbit GT products.
- any other service that is not listed in the MSA.

2.2. Support Conditions

To be eligible for support, a user must have received a proper training as in following examples :

- for an MM Content Manager or MM Feature Extraction Standard stand-alone version : a 3-day training.
 - for a full startup support on MM Content Manager and MM Feature Extraction Standard : 5 days.
 - for an MM Feature Extraction Standard client-server setup : 5 day setup package (see B.).
 - for other MM Feature Extraction tools : 1 day each.
 - for an OBL desktop product : 1 day
 - for an MM or OBL Publisher : 1 day training.
 - for a MM train-the-trainer program : 5 days.
 - for an OBL train-the-trainer program : 2 days.
- trainees are considered to have prior proper knowledge of Mobile Mapping / Oblique Mapping and GIS. For MM Content Manager trainings, the MMS and example data should be available and proper knowledge of it should be in place.

2.3. Training and Consultancy

Trainings can be provided for the use of the Orbit software at a given fee.

Training is required to all and any user that would receive support from Orbit GT : support may be refused to untrained persons.

Consultancy is not included in any maintenance, support or service arrangement.

All support, service, training and consultancy will be in English only.