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License Management Products and Services Configuration, Pricing, and Licensing Policies

Express Meter Product Licensing Policies

A. Express Meter Libraries and Users

An Express Meter Library is the collection of information about product licensing and usage that Express Meter uses to manage the licenses available to a workgroup. One Express Meter Library can be used to monitor and control the use of applications stored in any number of locations on a network, including servers and shared or private storage on workstations. An Express Meter Library can be configured to monitor and control the use of software on as many workstations as can access the Library files.

B. Concurrent Use

Express Meter User licensing is on a concurrent use basis. Each Express Meter Library is licensed to be in use by no more than a specific number of users at a time.

Express Meter is in use when the software is installed on a workstation and is communicating with an Express Meter Library, or while a user has checked out an application license using Express Meter's Detached Client functionality.

Express Meter monitors its own usage and notifies users attempting to exceed the number of User Licenses available for a library.

C. Express Meter Licensing

The total licensing fee for an Express Meter installation has two components. The Library License Fee, one per library, is added to the total User License Fee to determine the total fee for the installation.

Express Meter Libraries can be configured for the following numbers of licensed users: 10, 25, 50, 100, and 250. Libraries of 500 or more users can be configured in multiples of 250 users.

Express Meter customers may increase the permitted number of concurrent users of a Library by paying the User License Fee for the added users at the current rate. For example, to increase the number of licensed users of a library from 100 to 250, the fee is 150 times the current User License Fee. If the affected Library is not covered by a Maintenance and Upgrade Agreement, a nominal Administrative Fee will also be charged.

D. Express Meter Audit Kit

The Express Meter Audit Kit lets Network Administrators easily and inexpensively determine software utilization on their networks. It monitors the use of software on an unlimited number of workstations. The number of workstations is controlled only by the condition that all audited workstations must periodically connect to a shared storage device to report software usage.

The Express Meter Audit Kit will measure software usage for an unlimited number of users of a single Library for 30 days from the installation date. It provides all of the reporting features of Express Meter. Information on usage gathered during that period can be displayed, printed, analyzed and exported at any time.

E. License Agreements Available for Inspection

License agreements for Express Systems products are available for inspection by prospective customers. Interested parties should contact Express Systems Customer Service.

Technical Support Options

A. Basic Technical Support

Basic Technical Support is available at no charge to all licensees of current versions of Express Meter and Windows Express. Express Systems does not guarantee to offer technical support for versions which have been superseded by a major new version.

Technical Support Specialists offer customers assistance with setup and installation of the products as well as answers to advanced configuration and usage questions.

B. Contacting Technical Support

Technical Support is provided through online services, fax, mail, and phone. Contact information is provided in product packages.

i) Technical Support Online Options

Support is available through CompuServe and America Online, through the Express Systems bulletin board system and via the Internet.

Electronic mail consultation, file transfer, and program updates are often provided immediately through online services, making them very efficient means for customers to receive assistance.

ii) Technical Support by Phone

Express Systems Technical Support Specialists are available by phone Monday through Friday from 8 AM to 5 PM Pacific time.

C. Premium Technical Support Option

Premium Technical Support helps key customers get the most from Express Systems products by providing an extra level of support and assistance. The Premium Technical Support option currently offers the following package of benefits to those customers:

i) Priority Support Line

All Maintenance and Upgrade program participants have access to a special, exclusive Priority Support Line. This is the priority channel for access to Technical Support Specialists.

ii) Four Hour Specialist Response

Technical Support Specialists working on the Priority Support Line provide 4-hour response to support issues.

iii) Management Access

Premium Technical Support provides users access to Technical Support, Product Management and Development personnel through special Premium Technical Support Forums on CompuServe and on the Express Systems bulletin board system.

iv) Participation in Product Planning, Beta, and Pre-Release Processes

Premium Technical Support participants are offered exclusive opportunities to participate in the planning process for future versions of Express Systems products, including discussions in the Premium Technical Support Forums and pre-release and beta-test evaluations of software under non-disclosure agreements.

Maintenance and Upgrade Agreements

A. Purpose and Benefits

Express Systems Maintenance and Upgrade Agreements provide predictable, budgeted maintenance and upgrade costs and Premium Technical Support for Express Systems products.

Agreement holders are provided with upgrades to future versions of the covered product at no charge during the term of the agreement. Products covered by Maintenance and Upgrade Agreements are covered by Premium Technical Support.

B. Maintenance and Upgrade Availability

Agreements are available to cover any Express Systems product licensed for multiple users. Currently, this includes Express Meter and Windows Express License Packs. Agreements are not available for single-user products, including retail versions of Windows Express.

Major or Minor Maintenance and Upgrade Agreements may be purchased for a Library or existing coverage may be extended on any of the following occasions:

- Within thirty days of the purchase of a new license for a Library
- When the number of Licensed Users of a Library is increased
- When a license of Express Meter is upgraded to a new version
- On the expiration of an existing Maintenance and Upgrade Agreement

Customers may change from the Minor to the Major Agreement on any of these occasions by paying the pro-rated difference in the current Agreement Service Fees.

Maintenance and Upgrade Agreements may be purchased for terms of up to two years.

C. Agreement Options

i) Major Maintenance and Upgrade Agreement

This Agreement provides all versions of the covered product during the effective period. Maintenance and Minor releases as well as major upgrades to the products are provided with no additional license fee. Premium Technical Support is also provided for the covered products.

ii) Minor Maintenance and Upgrade Agreement

This Agreement provides all Maintenance and Minor versions of the covered product during the effective period with no additional license fee. Premium Technical Support is also provided for the covered products.

Maintenance and Minor versions are those numbered without a change to the left of the decimal point from the previous version. For example, the change from version 2.0 to version 2.1 was a minor upgrade and would be provided at no license fee under the Minor Maintenance and Upgrade Agreement. The change from Version 1.0 to 2.0 was a major upgrade and would be covered only by the Major Maintenance and Upgrade Agreement.

iii) Terms

All of the licenses for Express Systems products at a Site must have the same Maintenance and Upgrade status. A Site is a customer's locations in a metropolitan area within a 5-mile radius.

When users are added to a library that is covered by an Agreement, the customer must add the new users to the Agreement or Agreement coverage for that library will be terminated without refund.

Enterprise Purchase Plan and Service and Administrative Fees

A. The Enterprise Purchase Plan

The Express Systems Enterprise Purchase Plan (EPP) provides substantial discounts to customers who make large-scale commitments to Express Meter and Windows Express. It has been created to make purchasing of Express Meter and Windows Express licenses and associated products easy, efficient, inexpensive, and convenient in large installations.

i) EPP Discount Rate Chart

EPP Discount Rates are incremental for each range of purchase price. The following discount rates apply to these ranges of purchases:

	Purchase Range Discount Rate
5,000.01-10,000	5%
10,000.01-20,000	10%
20,000.01-40,000	15%
40,000.01-80,000	20%
80,000.01-160,000	25%
160,000.01-320,000	30%
320,000.01-640,000	35%
640,000.01-1,280,000	40%

ii) EPP Discount Calculation Example

For example, an EPP order for \$15,000 in License Fees and Maintenance and Upgrade Agreement Service Fees would be discounted by:

5% for the amount between \$5,000 and \$10,000 (\$250), plus
10% for the amount over \$10,000 (\$500)

for a total discount of \$750, resulting in a net invoice of \$14,250.

iii) Enterprise Purchase Plan Terms

EPP purchases must be prepaid. To permit the gradual installation of the products while qualifying for the EPP discount, credit may be established with Express Systems in terms of dollars or Libraries and Users. EPP discounts are applicable to any combination of Library and User License fees, upgrades license fees, Maintenance and Upgrade Agreement Service Fees.

B. Maintenance and Upgrade Agreements

The Service Fee for the Major Maintenance and Upgrade Agreement is 35% of the current license fee for the covered products.

The Service Fee for the Minor Maintenance and Upgrade Agreement is 25% of the current license fee for the covered products.

C. Administrative Fee

When the number of users of an Express Meter Library is increased, the license fee payable will be the current License Fee for the number of increased users. If the affected Library is not covered by a Maintenance and Upgrade Agreement, a \$50 Administrative Fee will be charged.