



▶ PRODUCT SUPPORT ▶ FREQUENT UPGRADES ▶ SOFTWARE TRANSFERS

ANNUAL SOFTWARE SUPPORT & UPGRADE MAINTENANCE PROGRAM



"AGI's technical support is incredible. This is one company whose maintenance is really worth it."

"The informative and friendly responses to my questions make it worth every penny. AGI is top notch."

"On a scale of 1-5, AGI's tech support is a 10! Simply fabulous work and dedication to customer satisfaction."

"I am very impressed with the level of service I received. One of the best customer service departments I have dealt with."

"AGI goes the distance and beyond, doing more than is expected or required for customer support."

"Quick, accurate, and focused attention to my problem ... the essence of what I have come to realize is commonplace for AGI."



MAINTAIN YOUR ADVANTAGE:

AGI's Annual Support & Upgrade Agreement (UGA) software maintenance program allows participants to benefit from the continuous development of all AGI products, including the desktop applications STK, Navigation Tool Kit, and Orbit Determination Tool Kit, and the embedded technology development tools, STK Engine and AGI Components.

▶ UGA BENEFIT:

Accounts with active UGA receive automatic product upgrades, updates, and new releases, in addition to access to AGI's Customer Licensing System, an online system that allows you to maintain, manage, and transfer your AGI software licenses.

▶ UGA PRICING:

The maintenance fee for your STK software suite is determined by the total set of licensed modules. All of the modules in your suite are combined into a single, integrated application, on which you pay a single, renewable maintenance fee.

RENEWAL MAINTENANCE TEAM
Phone: 1.800.220.4785 or 1.610.981.8000
E-mail: renewal@agi.com



220 Valley Creek Blvd.
Exton, PA 19341 USA
N 40 deg 02.330, W 75 deg 35.806



AGI SOFTWARE SUPPORT

KEEP UP-TO-DATE

AGI's Annual Support & Upgrade Agreement (UGA) is a software maintenance program that provides our customers with:

- Product support
- Software transfers
- Upgrades
- AGI Customer Licensing System (CLS) - cls.agi.com

▶ PRODUCT SUPPORT:

AGI's engineers are dedicated to providing high level customer support. This tech-savvy team is focused on offering assistance to customers with active UGA. Direct access to the team is available Monday through Thursday, 6:00 a.m. to 10:00 p.m. and Friday, 6:00 a.m. to 8:00 p.m. US Eastern Time.

PRODUCT SUPPORT IS AVAILABLE FOR:

- Integration with other software
- Technical problem analysis
- Installation assistance
- Best practices

PRODUCT SUPPORT CONTACT INFORMATION:

Phone: 1.888.924.7244 (Toll-free in U.S. & Canada)
1.610.981.8888

E-mail: support@agi.com

Web: www.agi.com/resources (for common product resources)



SUPPORTED PRODUCTS

- STK
- ODTK
- NAVTK
- STK ENGINE
- COMPONENTS

▶ FREQUENT UPGRADES:

Product upgrades include new functionality, enhancements, and bug fixes. All major product upgrades are shipped directly to the customer. The most current product versions are always available for download via the CLS.

▶ SOFTWARE TRANSFERS:

AGI software with active maintenance may be transferred free of charge from one computer to another up to three times within the annual contract dates. Users may conduct these transfers via the AGI CLS.

SUPPORT & UPGRADE AGREEMENT

PRE-PAY DISCOUNT PROGRAM

Early Birds Get Great Discounts!

Contact AGI's Renewal Maintenance Team for qualification requirements for the Pre-pay Discount Program.

S	M	T	W	T	F	S
THREE Months Early						

S	M	T	W	T	F	S
TWO Months Early						

S	M	T	W	T	F	S
ONE Month Early						

MAINTENANCE
DISCOUNTS
END

S	M	T	W	T	F	S
MONTH DUE						

PAST DUE
MAINTENANCE

REINSTATEMENT
FEES APPLY

5% off

2½% off

REGULAR
PRICE