

GOLDSIM SUBSCRIPTION PROGRAM

Membership in the GoldSim Subscription Program is renewed on an annual basis and includes:

- Free software upgrades,
- Access to the GoldSim Resource Center (GRC) for online support, and
- Free basic support via email or phone.

Product	Annual Fee (per license)
GoldSim Pro	US\$1600
GoldSim Research	US\$950
GoldSim Academic	free

Add-on Modules	Annual Fee (per license)
Distributed Processing Module (DP Plus)	US\$250
Contaminant Transport Module (CT)	US\$500
Radionuclide Transport Module (RT)	US\$2250
Reliability Module (RL)	US\$500

The annual membership fee per license is calculated by adding the fee of the base product plus the fee for any add-on modules. Annual fees for floating licenses are 150% of the fees for standard licenses. Modules are provided at no charge for Academic licenses. The annual fee for modules is discounted 75% for Research licenses. Membership renewal fees are collected once per year on the anniversary date of your GoldSim Pro purchase.

Volume discounts may be available. Contact us at support@goldsim.com for volume discounts.

Basic Support

The GoldSim Technology Group provides free basic support to all users with a current membership to the GoldSim Subscription Program. Basic support includes the following:

- Installation and registration questions
- Basic questions about GoldSim features

ADVANCED TECHNICAL SUPPORT

Advanced Technical Support for GoldSim is not included in the GoldSim Subscription Program.

Advanced technical support includes the following:

- Questions about modeling a particular problem
- Problems with a model
- Troubleshooting, testing and debugging models
- Web-based training

Advanced technical support questions will be directed to our technical consultants. Users may purchase technical support in one of the following formats:

- **Time and Materials Support:** A technical support contract can be set up on a time and materials basis. The rate for time and materials technical support is US\$200/hour.
- **Pre-paid Support:** Technical Support can also be purchased up front in 10-hour blocks. Technical questions will be referred to our consultants, and time spent resolving the problem will be charged against the pre-paid block of support. The rate for prepaid technical support is US\$160/hr. Unused support time is non-refundable and expires in one year.

