



Computer Prompting & Captioning Co.

1010 Rockville Pike, Suite 306
 Rockville, Maryland 20852-1419
 (301) 738-8487 • FAX 8488 • TTY 8489
 info@cpcweb.com • www.cpcweb.com

CPC Customer Support Plan

Since 1985 CPC has bucked the industry norm, and never charged for customer support for 18 years. The quality of our customer support has been among the highest in the software industry. Due to the popularity of our software, in order to maintain this high level of service, CPC began charging for customer support effective 3/17/03.

We have found that more than 95% of our customer support calls are received between 9:00 am and 6:00 pm Eastern Time, Monday through Friday. In order to keep the service fee to a minimum, support will be provided during these hours using our toll free 800-977-6678.

Free 5 hours of phone support is provided for 12 months from the date the software was purchased; and 2 hours of free phone support for 6 months from the date a software upgrade was purchased. The following plan picks up when that free support ends.

For New Software or Software Upgrade Purchases

Software	1 year	2 years	3 years	4 years	Lifetime
CaptionMaker CPC-500	\$175	\$325	\$450	\$525	\$575
CaptionMaker CPC-600	\$275	\$500	\$675	\$775	\$875
CaptionMaker CPC-700	\$450	\$800	\$1050	\$1250	\$1350
CaptionMaker CPC-700 DV	\$550	\$1000	\$1350	\$1600	\$1700
CaptionMaker CPC-700 NLE	\$650	\$1110	\$1550	\$1850	\$1950
CaptionMaker CPC-700 HD	\$825	\$1425	\$2000	\$2375	\$2500
CaptionMaker CPC-700 DV Lite	\$175	\$325	\$450	\$525	\$575
CaptionMaker CPC-700 NLE Lite	\$275	\$500	\$675	\$775	\$875
CaptionMaker CPC-700 HD Lite	\$350	\$650	\$900	\$1050	\$1150
CaptionMaker CPC-710	\$90	\$175	\$225	\$250	\$275
CPC-800 Encoder	\$450	\$800	\$1050	\$1250	\$1350
CPC-800 Encoder Lite	\$175	\$325	\$450	\$525	\$575
SmartPrompter CPC-1000	\$135	\$250	\$335	\$385	\$435
SmartPrompter CPC-2000	\$275	\$500	\$675	\$775	\$875
MacCaption DV	\$550	\$1000	\$1350	\$1600	\$1700
MacCaption NLE	\$650	\$1110	\$1550	\$1850	\$1950
MacCaption HD	\$825	\$1425	\$2000	\$2375	\$2500
MacCaption DV Lite	\$175	\$325	\$450	\$525	\$575
MacCaption NLE Lite	\$275	\$500	\$675	\$775	\$875
MacCaption HD Lite	\$350	\$650	\$900	\$1050	\$1150
CCaption DV	\$90	\$175	\$225	\$250	\$275
CCaption NLE	\$175	\$325	\$450	\$525	\$575

Existing Customers

Customers who licensed CPC software more than a year ago, can purchase a support scheme from the above *Yearly Plan*.

Software Support Agreement

When you buy a software support plan, you need to sign a software support agreement. The agreement is available at <http://cpcweb.com/TechSupport/supportagreement.pdf>.

Attachment “A”

Please fill in the following information

1. Circle the support plan chosen:

Support Plan: 1 year, 2 years, 3 years, 4 years, Lifetime

2. Circle the software product(s) you are licensed to use:

CPC-500, CPC-600, CPC-700, CPC-710, CPC-800, CPC-800 Lite, CPC-1000, CPC-2000, CCaption-DV,

CCaption-NLE, CPC-700DV, CPC-700DV Lite, CPC-700NLE, CPC-700NLE Lite, CPC-700HD, CPC-700HD Lite

3. Please Print:

Company (or Institution) Name: _____

Name of primary user of software: _____

Address: _____

Phone number: _____

Fax number: _____

e-mail address: _____

4. Signature of person authorized to sign this agreement:

Signature: _____

Date signed: _____

Print name: _____

Two ways to purchase the Support Plan: credit card or company check

(We accept Visa, MasterCard, American Express & Discover)

Credit Card # _____ Expiration Date: _____

Authorized Signature: _____

Printed Name: _____

1. You can **fax** this form with a signed Agreement to us (**fax 301-738-8488**) and **call (800-977-6678)** with the credit card number

2. You can **mail** the form with a signed Agreement to us (CPC, 1010 Rockville Pike, Suite 306, Rockville, MD 20852, USA) with the credit card information or with a check.

The agreement is available at <http://cpcweb.com/TechSupport/supportagreement.pdf>.