

PetraSim Software Maintenance

Maintenance shall include technical support, software updates, and new version upgrades of the Licensed Software. Licensee will be notified automatically when such releases are available. RockWare shall provide help and assistance to Licensee for the PetraSim interface by email Monday through Friday, from 9:00 a.m. MST until 4:00 p.m. MST, excluding weekends and official holidays for issues related to the following items:

- (a) Technical support including, answering any questions regarding the functionality of the Licensed Software, providing advice or direction on system-related issues such as hardware and third-party software, troubleshooting, etc.;
- (b) Answering questions related to Licensed Software functionality;
- (c) Assistance in correcting problems resulting from user error; and
- (d) Systems integration and hardware configuration.

Technical support questions should be sent to support@rockware.com. Licensor shall provide all Maintenance in English. For extended support beyond the above-referenced problems and errors, including theoretical simulator questions and model setup, users may post to public internet forums or arrange for consulting. Detailed simulator support, including reactive transport in TOUGHREACT, is not considered standard technical support for PetraSim.

New purchases of PetraSim software include one year of maintenance. After the expiration of the 12-month period, Licensee may elect to continue such Maintenance by paying Licensor an annual fee. If you renew on time (before your maintenance lapses) the annual fee is 15% of the price of a new license of the software at the time of renewal. If your maintenance has lapsed the rate is 18%. If you choose not to renew, you are still eligible to use the software, however, you will not be able to use a revision that is newer than your maintenance expiration date (no new features or bug fixes). License support, including the transfer of licenses to new computers or reformatted computers, will be discontinued if maintenance lapses for more than 6 years.

To renew your maintenance, please visit the [RockWare Customer Portal](#) (new Portal users can create an account with your email and license serial number). You can also order via our [Pricing](#) page or by [contacting our sales group](#).