



aACE Software Maintenance Program

The aACE Software Maintenance Program ("Maintenance") includes: aACE Upgrades, aACE Updates, aACE Integrations, the aACEsoft Bug-Free Guarantee, and limited access to the aACEsoft Source-Code Library.

aACE Upgrades

Customers with Maintenance will not be charged additional license fees to upgrade to the latest version of aACE (i.e. one license for aACE version X will become one license for aACE version Y). It is important to note that customized solutions may need to be re-customized when a new version of aACE is released. Re-customization is not covered by Maintenance, but re-customization generally requires much less time than the original customization required, given that most of the design, testing, and approval work associated with custom features does not need to be recreated. Upgrading to newer versions of aACE is not required, although aACEsoft only supports the current and immediately-previous versions of the software. The life-cycle for an integer version of aACE is typically four (4) to six (6) years, resulting in an approximate ten (10) year lifespan for any given integer version.

aACE Updates

aACEsoft is constantly releasing new reports, integrations, mobile applications, and add-ons for the current integer version of aACE. These additional resources are provided free-of-charge to Maintenance subscribers.

aACEsoft Bug-Free Guarantee

Customers with Maintenance can expect aACEsoft to resolve important "Software Programming Errors" (i.e. "bugs") in the current integer version of aACE without charge during semi-annual maintenance updates. Work-stopping issues will be fixed immediately if the necessary remote access is provided. "Software Programming Errors" include coding errors that aACEsoft is solely and directly responsible for. It does not include errors embedded in the *Required Technology* (see below), errors associated with customer-specific IT configurations, errors associated with customer-specific customization, or errors associated with third-party software. The time spent diagnosing an error will be billed at our then-current Routine Service Rates if the identified problem is not a "Software Programming Error" as defined above. Whether a bug constitutes "important" is subject to aACEsoft's discretion, but generally, any bug that is A) data destructive, B) likely to be noticed by a customer's user, or C) likely to impede a customer's user's workflow would be considered "important."



aACEsoft Source-Code Library

aACEsoft is continually enhancing aACE. Occasionally, a feature is developed for the current integer version of aACE that is relevant to an existing customer who is using the previous version of aACE. It may be possible to adapt such a feature for the previous version of aACE as a customization without requiring a full aACE upgrade (e.g. a customer using aACE 5 may take advantage of a feature developed for aACE 6 without upgrading to aACE 6). In such instances, customers with Maintenance may receive the new feature at no additional charge other than for the time required to integrate the new code.

Required Technology

aACE is built using FileMaker Pro software ("FileMaker") and requires FileMaker Pro and FileMaker Server software. aACE currently requires FileMaker Pro 20 and FileMaker Server 20. Future versions, revisions, and maintenance updates of aACE may require the then-current version of FileMaker software. FileMaker® is a product of, and licensed by, Claris, Inc. Customers are expected to maintain current versions of the *Required Technology*. Note: aACE Enterprise Edition licensing and maintenance fees do not include FileMaker licensing and maintenance; aACE Complete subscriptions do include FileMaker licensing and maintenance, although there are some exclusions for customers using FileMaker for other purposes than just aACE.

Lapsed Maintenance & Access to aACEsoft Personnel

A current Maintenance subscription is required for the benefits described above. In addition, aACEsoft does not provide support to customers without an active Maintenance subscription, directly or indirectly (i.e. via our partners). Customers whose Maintenance subscription has lapsed must buy back into the program before aACEsoft will perform service of any kind. The fee for reactivating Maintenance is calculated as the amount of lapsed Maintenance plus a 20% penalty. For example, suppose a customer paying \$5,000 per year in Maintenance opts out in year 4 but wishes to buy back into the program in year 5. The fee for the lapsed year would be \$6,000 (\$5,000 + a 20% penalty). Note that Maintenance is required for the first 3 years after a new aACE implementation; customers who do not pay Maintenance fees during that time may not buy back into Maintenance. For more information regarding opting out of Maintenance, please see the [aACE Software Maintenance Cancellation Policy](#).

Policy last updated 02/06/2024. AGIS reserves the right to update our policies at any time.