

Overview

- Automatic notification of software updates and upgrades.
- Convenient delivery options for software releases.
- Unlimited phone & email support.
- 24x7 online support - AskPersona.com or DigitalPersona Web site.
- Term is one year and renewable.
- Premium Plan Annual Fees: 20%*
- Standard Plan Annual Fees: 15%*
- Optional Extended Hardware Warranty: 10%** per additional year.
- Minimum one year Maintenance & Support Plan required on all DigitalPersona® Pro purchases.
- Support is available in English only.
- Regular support hours are Monday - Friday from 8:00am - 5:00pm Pacific Time.

* Fees are calculated as a percentage of the software purchase price.

** Hardware fees are calculated as a percentage of the purchase price and require a Premium or Standard Plan purchase.

What is the Enterprise Maintenance & Support Service?

The DigitalPersona Enterprise Maintenance & Support Service provides you with peace-of-mind that your DigitalPersona purchase will remain current as updates and upgrades are released.

DigitalPersona offers two plans to protect your software investment.

Premium

Entitles customers to all major, minor and maintenance software updates and upgrades.

Standard

Entitles customers to all minor and maintenance software updates (no major upgrades).

Both plans provide you with unlimited technical support via phone or email during business hours and 24x7 using the online AskPersona.com knowledge portal or DigitalPersona Web site.

Time Savings

Updating and upgrading through the Maintenance & Support Service plan is easy. There is no need to chase someone down to find the latest release. You are automatically notified of new releases and provided convenient delivery options.

Hardware Investment

Your DigitalPersona hardware is automatically under warranty for the first year after purchase, but you can extend your Hardware Warranty for an additional two years for a nominal amount. The Extended Hardware Warranty guarantees the full replacement of defective hardware over the term of the agreement.

Purchasing the Maintenance & Support Service

The DigitalPersona Enterprise Maintenance & Support Service must be purchased in addition to the initial software, hardware and licenses. The fee is calculated based upon the overall software price of your DigitalPersona investment.

The Extended Hardware Warranty is optional and based upon the hardware purchase price.

About DigitalPersona

DigitalPersona is the leading provider of fingerprint identity solutions for enterprise networks, custom application developers and consumer OEMs. Since 1997, the company has offered software and hardware that puts security and convenience at people's fingertips. For end users, DigitalPersona takes the pain out of remembering and typing passwords; the company's business solutions help organizations address their security, compliance and loss prevention needs. DigitalPersona's award-winning technology has been used worldwide by over 95 million people. DigitalPersona's solutions are offered by market-leading manufacturers such as Dell, HP, IBM and NCR.

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