



Platinum Plan - Service Plan

Optitex Support Team is proud to present our customer support system

OptiTex Software and Support Agreement Includes:

- Phone support from 8am to 8pm ET
- Email support support.usa@optitex.com
- Remote Desktop Support <http://support.optitex.com>
- 24 hour Web-based support
- Software upgrades, available 24 hours from our website
- Feature requests, update customers through Service packs

Phone Support

The OptiTex support team is available to answer questions relating to operating the software and troubleshooting hardware provided through OptiTex, over the phone. We can also assist with logistical problems such as finding better ways to communicate information generated by OptiTex to Vendors and Customers.

Online Support

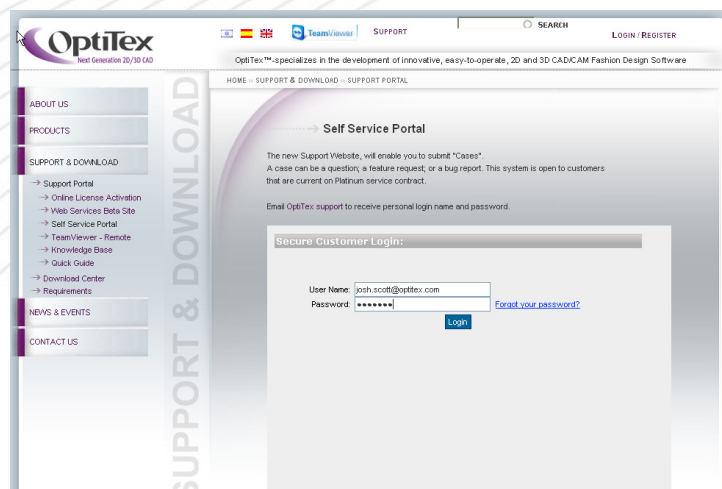
Support is also available via Remote Desktop so that we can solve your issues directly on your computer. The support team can work remotely on your computer to view problems, set up hardware and correct issues without having to send a technician or have a user take instructions over the phone.



The OptiTex Customer Service Website

Unique to OptiTex! - <http://support.optitex.com>

You may use the OptiTex Web Portal on our Website to submit new cases, check your case status, and receive answers directly from our support staff. You can see a personalized Web page displaying all support cases, their status, and information on new software updates, links to the latest version of the software, and more...



Using the comprehensive support site allows you to:

- Log new cases
- Access service packs
- View a list of all cases reported
- Notes (list of issues fixed)
- Request new feature

<http://support.optitex.com>

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Software Documentation and Knowledge base

All the software documentation has been grouped into one online website <http://help.optitex.com>, this WIKI type website enables us to deliver the most updated information and problem solutions.

You can be notified when a change is made to a particular page, write notes or suggestions about the page, ask questions about the subject or share your own tips and tricks.

<http://help.optitex.com> – Always updated help website!



Software Upgrades and Service

Computer hardware and software technology changes at a very rapid pace. Through the use of Service Packs, OptiTex enables you to stay on the latest version of software at all times. Report a bug or request a feature and OptiTex will provide you with a new Service Pack. OptiTex releases bug fixes and service packs (SP) up to three times a year with major new version every two years. You will always be on the latest software version and hardware configuration files at OptiTex.

Feature Requests

Unique to OptiTex!

Using the Web Portal, you can request a new feature, tool, option, or any improvement you may want or need.

OptiTex will implement new features requests in the next released Service Pack (depending on the priority of the request). No company is too small or too large to request a feature. OptiTex does not prioritize on importance of client but rather on importance and relevancy of features.

The OptiTex Support program is unique in the Apparel CAD industry. We are the only company to offer up-to-date, personalized software support that is available 24 hours, and constant software upgrades, development and improvement. OptiTex is aware that software improvement comes directly from our clients' input. We invite you to join us and become a part of the future of the Apparel Industry.

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