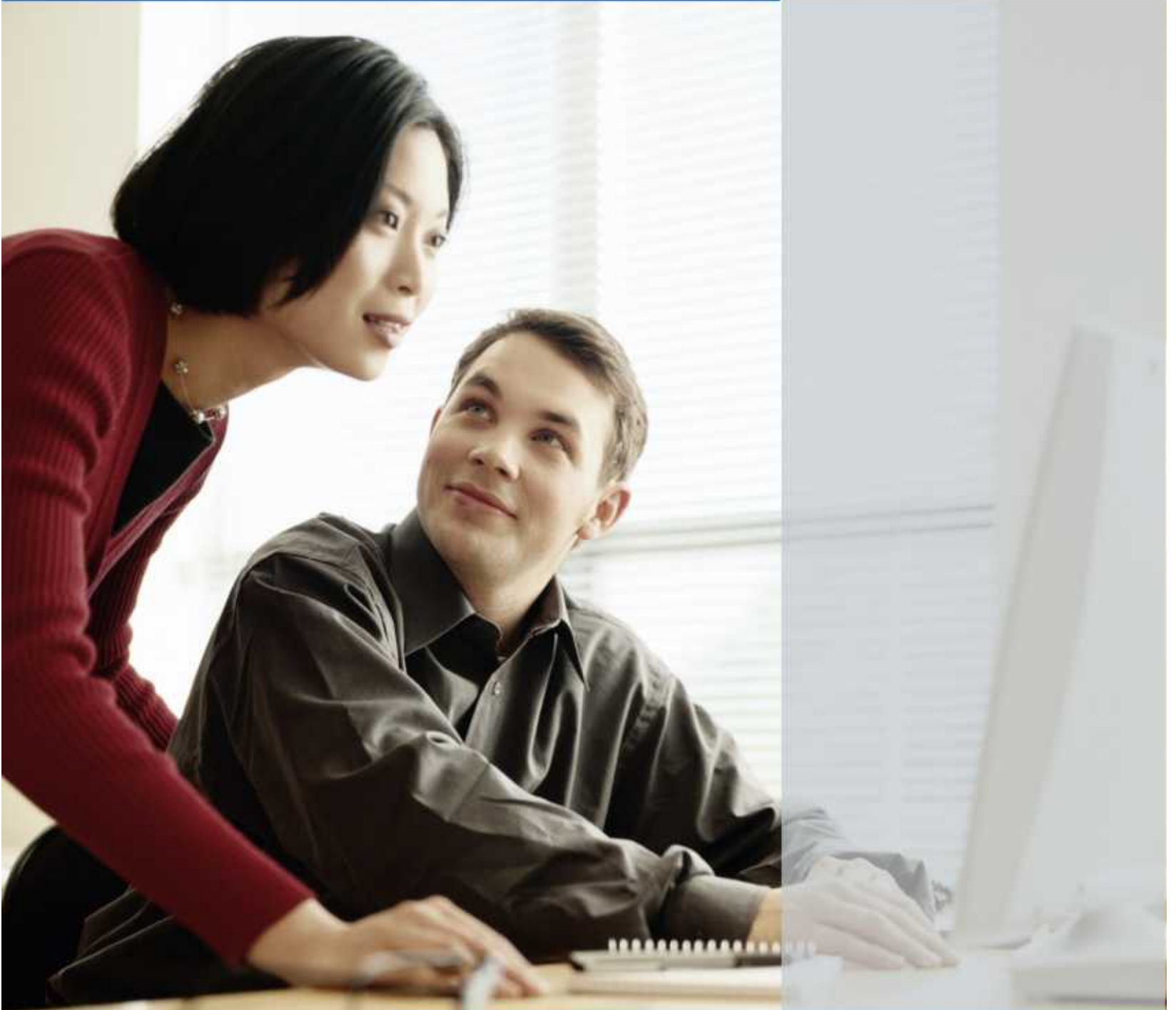


CUSTOMER SERVICE PLAN OPTIONS



Services & Support

**Choose the Service Plan
for your business
with the benefits that
best meet your needs.**

CUSTOMER SERVICE PLAN OPTIONS



BatchMaster Annual Software Enhancement and Technical Support Plans

	Plan A	Plan B	Plan C
Plan Benefits at a glance:	Software Enhancement Plan	Standard Technical Support Plan	Premier Technical Support Plan
Annual Plan Pricing Choose the one which best fits your needs	15 % of Software License Costs	20% of Software License Costs	25% of Software License Costs
Free Software Updates Receive all major releases, minor updates and service packs for the product currently supported	Included	Included	Included
Software Technical Support Through "Support Incidents" Get electronic/telephonic support from BatchMaster Support	Each Support Incident Priced At \$250	Ten (10) Support Incidents Included; Additional Support Incidents Priced At \$150 each.	Unlimited Support Incidents
Support Desk Availability Support from BatchMaster is available throughout your business time	8:00 AM to 5:00 PM On Business Working Days	8:00 AM to 5:00 PM On Business Working Days	24 x 5 On Business Working Days
24 x 7 Extended Hours Support Desk Availability Please contact your Customer Relations Executiver or CustomerService@batchmaster.com	Not Available	Not Available	Available For An Additional Annual Fee of \$10,000
e-Learning Through BatchMaster University Give your employees unlimited access to BatchMaster e-learning facility, BatchMaster University for Training and productivity enhancement training.	Included	Included	Included
Assistance With Installation of New Builds and Service Packs BatchMaster Support staff is available to assist you in installation of new builds and service packs	Consulting Services Fees Apply	Included	Included
Testing of New Builds and Service Packs BatchMaster's Support staff can perform testing for you on your database and environment	Consulting Services Fees Apply	Consulting Services Fees Apply	Included
Database Maintenance including Indexing You can reach BatchMaster Support desk if you want to resolve the performance of your application because of growing database size	Consulting Services Fees Apply	Included	Included
Response Time Get a quick response from BatchMaster's Support Desk	Within 24 hrs.	Within 12 hrs.	Within 2 hrs.

CUSTOMER SERVICE PLAN OPTIONS



Three Easy Ways To Renew And Upgrade Your Service Plan.

1. Contact:

Your BatchMaster Customer Relations Executive.

2. Fax:

Your completed Renewal Notice including billing information can be faxed to 1-949-271-4620; Attention: ASM Renewal.

3. Mail:

Send the enclosed renewal notice along with a check or money order to:
BatchMaster Software
23191 La Cadena Drive, Suite 101
Laguna Hills, CA 92653

For inquiries, write to CustomerService@batchmaster.com

It's time to think about renewing your service plan

Date (March 11, 2008)

Mr.
Add line 1
Add line 2
Add line 3

Contact Info

Dear (Name)

I'm writing today to thank you for your business and to remind you that your BatchMaster Software Annual Maintenance Plan will expire / has expired on (Date). If you haven't already finished your renewal budget, I encourage you to do so today.

Renew your Service Plan and drive business productivity. Every step of the way, your Service Plan will continue to support ongoing innovation of your product solution through upgrades, updates, service packs, hot-fixes and unlimited online training through BatchMaster University <http://www.batchmaster.co.in/bmu>

Please take the time to discuss your long-term business objectives with your BatchMaster Customer Relations Executive. They can help you to determine how many of your goals can be met using your BatchMaster Solution. In the process, you may be able to find additional functionality that you're not leveraging today to help you obtain your goals.

Thank you for choosing BatchMaster Enterprise. As always, your business is greatly appreciated.

Sincerely,



Ingrid Leon
Vice President
BatchMaster Software

P.S. As your business continues to grow, you don't want the technology you rely on to fall behind. Please visit www.batchmaster.com to get more information on additional modules that may fit your solution and business needs.

Request a demo on <http://www.batchmaster.com/requestsx/reqdemo.aspx> or write to CustomerServices@batchmaster.com

Today's News

Your service plan expire on (Date)

As you plan your renewal, consider extending the capabilities of your solution across your organization by actualizing more modules and adding user licenses.

What that means for your business:

Staying current on your Service Plan will help ensure that your solution is up-to-date. A Service Plan also allows you to easily add new functionality and provides unlimited online training to your employees on any topic, anywhere, anytime and at their own pace through BatchMaster University.

We're here to help:

Please write an email to CustomerServices@batchmaster.com or contact your BatchMaster Customer Relations Executive any time you have a question or concern about your service.

Your BatchMaster Customer Relations Executive

Joseph L. Prystal
Phone number
585-387-9162

Shailendra Singh
Phone number:
949-583-1646 Ext 300

Deepen Pandey
Phone number:
949-583-1646 Ext 300



Planning your renewal.

What to consider before you renew your plan.

1	<p>BMU Your Company has access to a wide range of capabilities under your BatchMaster Solution. Are you aware of them all?</p> <p>Visit http://www.batchmaster.co.in/bmu to learn more.</p>
2	<p>Visit www.batchmaster.com for information on additional modules that may fit your solution and business needs.</p>
3	<p>Contact your BatchMaster Customer Relations Executive</p>

For more information please contact:

BatchMaster Software

India Office: 201, 2nd Floor, Brilliant Solitaire, Plot No. 6-A, Scheme No. 78, Part-II, Indore- 452 010
Phone: +91 731 4008031/35 • Email: sales@batchmaster.com • www.batchmaster.co.in

Pune Office: Office No 714, 7th floor, Spot 18, Jagtap Dairy Square, Rahatani, Pune - 411017
Ph: +91-20-27808215/30/31 • +91-75662 01373

Corporate Office: 23191 La Cadena Drive, Suite 101 Laguna Hills, CA 92653 • Tel: 949 583 1646
www.batchmaster.com

International Offices:

Atlanta • Mexico City • Auckland • Dubai