

# THE SHILSTONE COMPANIES, INC.

*Materials Technology for Design and Construction*

February, 2008

Dear Clients,

My father and I would like to thank the more than 1500 users in 45 countries who have supported and encouraged us through the years, in helping us make the seeSeries software the most successful QC software on the market.

As you have probably heard by now, Shilstone is pleased to announce that by joining forces with Contek, from Montreal, Canada, we will be able to surpass the success of the seeSeries programs and Contek's LABsys. As a result, our customers will benefit from Contek's extensive team of programmers and engineering specialists. Our mandate is clear, to provide you with top of the line service and software technology. We are presently merging the best of both companies, to provide clients with a superior product through a more structured approach to service.

We have released a new re-designed version of our software, seeMIX III, which includes most of the capabilities of seeMIX II, seeSTAT and seeMAT-A. If you haven't heard from us about the new program yet, give us a call at (U.S.) 877-277-7759, (Canada) 800-830-0909 or (International) 450-445-4242.

As part of our efforts to improve customer service, we have come to the realization that effective November 15, 2006 we can no longer provide unlimited free technical support beyond the first year after purchase. I am certain you realize that technical support and product updates have a cost. In our license agreement we have always reserved the right to charge for technical support after the first year. Now we must implement those charges. As part of the seeMIX III offer, you can obtain unlimited support for one year following the purchase of seeMIX III. If you are unable to take advantage of the seeMIX III offer, you can still obtain support on an hourly basis as outlined in the attachment.

Also, effective since the release date of seeMIX III (January 2007), we will no longer support the DOS version of seeMIX. Support for seeSTAT and seeMAT-A will end on January 31, 2007, except that anyone who has purchased the program within 3 years of that date will be guaranteed availability of support for 3 years. If the upcoming new version of Windows, Vista, doesn't support DOS, we will be unable to support that operating system. seeMIX II support will end on January 31, 2009, as we hope to have everyone migrated to seeMIX III within the next few months.

We plan on remaining focused on our clients needs by raising the bar and expectations, as we strive to maintain our position as a leading force in Quality Control Technology. Together with Contek, we now have the tools and vision to attain this goal.

Be expecting one of our representatives to contact you in order to provide information relating the release of seeMix III and new support offer. For any comments or questions, please contact our offices for more details.

Yours truly,  
Jay Shilstone

## **Shilstone Software Support Policy October 1, 2006**

As described in our software license agreement and our sales literature, Shilstone Software comes with 1 year of free technical support. Effective November 15, 2006, additional technical support can be obtained as follows:

### **Maintenance Agreement plus seeMIX III upgrade**

For more information on this option, contact us at (U.S.) 877-277-7759, (Canada) 800-830-0909 or (International) 450-445-4242. This upgrade is available to all purchasers of seeMIX, seeMIX II, seeSTAT and seeMAT-A.

### **Hourly support**

If you do not purchase the seeMIX III upgrade, you can still obtain support on a per-minute basis. You must purchase an initial minimum support block of 60 minutes each year (for a total of \$196.00 U.S.), but after that you can purchase support in 15 minute blocks for \$49.00. We encourage companies to pre-purchase a support policy before it is needed. We can also accept a credit card (Visa, MasterCard, Amex) at the time of a support call. If we need to invoice your company for a support policy, there is an extra \$25 fee. Support is recorded on a per minute basis. Support minutes must be used within one calendar year of the purchase of the initial support block. Email and fax requests will be charged at the same per-minute rate as telephone calls.

### **Program retirement**

seeMIX (DOS) will no longer be supported after the release of seeMIX III, expected the end of 2006. seeSTAT and seeMAT-A support will end on January 31, 2007, except that anyone who has purchased the program within 3 years of that date will be guaranteed availability of support for 3 years. If the upcoming new version of Windows, Vista, doesn't support DOS, we will be unable to support that operating system. seeMIX II support will end on January 31, 2009. seeMIX III and its successors will be supported based on release date. Because we expect to produce major updates every year, each major version will be supported for 3 years. Major upgrades will be part of the maintenance program. More information on the seeMIX III Maintenance Program is available through Contek's sales department. We look forward to providing you with concrete and aggregate quality control in the coming years.

Jim and Jay Shilstone