

Support Termination Notice

and Revision 3 Software

AWS values your business and is committed to providing the highest level of product support and satisfaction. The ever changing nature of information technology requires us to continually develop new products and applications. This puts limitations on supporting past revisions.

As with any software, the time comes when we cannot support obsolete versions of our software. We have reached that point with the support of Interact Revision 3. This product has not been sold for nearly ten years and has become increasingly more difficult to support. At the end of 2010, Interact Revision 3 will no longer be supported.

Our Obsolescence Policy is to support the current version and, in most cases, the prior revision of a product. We urge you to upgrade your software to the most current revision in order to be compliant with new operating system environments. Your company's uninterrupted operation will carry our highest priority as we look forward to working with you during this transition.

A revision upgrade within the same version of Interact is included at no cost with your Annual Support Plan (ASP). AWS also offers attractive discounts across versions (4 to 5 or 3 to 5) for those customers that have an ASP. Please feel free to contact AWS to discuss your software and support options.

In the rare event that support must be provided for an obsolete product, support prices are double the rate of our standard support.