

Response User Licensing FAQ

Q: What's the new price schedule?

A: see http://www.colinear.com/Response_Pricing.pdf
compare to the old pricing http://www.colinear.com/Response_Old_Pricing.pdf

Q: So, you're raising your prices?

A: Yes and No. Prior to the Oct 1 changes, user licenses were \$995 plus \$92 for a Merteck License. This per-user pricing allows you to add users within your current Response Edition. When you reached the maximum number of users for your current edition, you had to purchase the user license AND pay an upgrade price to move to the next edition. These upgrade prices were:

- Entry Level (1 user max) -> Workgroup: \$1005
- Workgroup (6 user max) -> Enterprise: \$2010
- Enterprise (10 user max) -> Large Enterprise: \$4020

With the new \$1500 flat per user pricing there are no editions, no edition upgrade fees, and the price includes the Merteck license. It's just easier that way. We have also removed the SQL Server edition requirements: prior to this price change, you had to pay the Large Enterprise upgrade fee to use the full version of SQL Server. You may now use any version of SQL Server 2005/2008 (Express/Standard/Enterprise) regardless of your licensed user count. So while the per-user price IS increasing, the overall increase on average is minimal, and in some cases less. Examples: an 11-user Large Enterprise Edition in the "old" model was \$18,992 while the "new" model is \$16,500. A 4-user Enterprise Edition in the "old" model was \$6,995, in the new model is \$6,000.

Q: Can we still get the "old" pricing?

A: Any Response user with a valid support contract may purchase Response user licenses at the "old" pricing of \$995 (+\$92 for the Merteck license) until the end of the year 12/31/2011. We'll even offer a 10% discount for single orders of 5 or more. Edition upgrade fees have been eliminated.

Q: How does temporary/seasonal licensing work?

A: Temporary licensing allows you to purchase additional user licenses for a short period of time to accommodate seasonal staff additions or temporary workers. You can add dozens of user licenses for 1-2 months for a fraction of the price of purchasing permanent user licenses. You choose the number of users and the duration of the license (any date range or number of days), and we give you a license with an expiration date. When that date is reached, your number of users goes back to your "permanent" license count.

Q: How much are seasonal licenses?

A: Seasonal licenses are \$300 for each 30-day period plus a \$150 activation fee. Support of 1.5% of the license fee (\$4.50 per user per month) must also be prepaid. Example: Carla's Cupcake Factory wants to hire 6 order entry/customer service operators from November 1st through December 15th. Seasonal licenses are calculated as:

- \$150 activation * 6 = \$900
- 45 days = 6 users @ \$300 each for 1.5 months = \$2700
- Prepaid support = 4.5 * 6 * 1.5 = \$40.50
- Total seasonal license: \$3640.50
- Compare that to 6 permanent licenses @ \$1500 = \$9000!

Q: Do I have to be on a certain version of Response to use temporary licenses?

A: Yes, you have to be on Response 10 Build 5107 or greater to use temporary licenses.

Q: So do temporary licenses work with Response version 9?

A: No. Please contact sales@colinear.com for an upgrade quote.

Q: Can I convert a temporary license to a permanent license?

A: Yes, you can convert a temporary license to a permanent license any time before the temporary license expires. You must pay the difference in \$1500 and the license price of the temporary license. For example, if Carla decides to convert 3 of her temp workers to full-time employees, she can convert 3 of the temporary licenses to permanent licenses for \$1500 (price of a permanent license) minus \$450 (price paid for temporary license) = \$1050 each.

Q: How do I order new licenses?

A: Contact Val Sanders at 1-800-COLINEAR (800-265-4632) x102 (vsanders@colinear.com) and she will get you an immediate quote. New licenses will be activated within 1 business day.