

## What kind of support do you offer?

Wednesday, 20 February 2008

When you purchase any of our PipBoxer and/or GridBoxer packages you receive free updates and support for 4 months from the day of purchase. Should you decide to continue receiving support and free updates you have to sign up for our extended support program. There are two packages that you can obtain.

### Package One - Monthly

You pay US\$29.99 per month. For as long as you pay this amount you receive free updates at no extra charge. You will also receive our customer support services at no extra charge. For more information about this program [click here](#).

### Package Two - Annually

You pay \$215.92 for a full year of support and free updates. This is a 40% in savings. For more information about this program [click here](#).

### Important Note

When you purchase a commercial product from us your licence will last forever. You do not need the extended support for using your EAs you just need them to receive support and free updates.