

You Can Depend On Us

A Word About Our Product Maintenance Program

January 2008

RIT software Product Maintenance Program prices, terms, and Sales and License Agreements are firm and nonnegotiable.

RIT113 users receive one year of software upgrades and technical support with their initial purchase. This complimentary program commences the day your software is shipped. After the first year you are given the opportunity to participate in our Product Maintenance Program. While most of our customers choose to participate in this program, we understand that you may choose not to.

Participants in the Product Maintenance Program receive all of the software upgrades and User Manuals that are made during the year, which have always included many significant product enhancements. RIT's product enhancements are our response to the on-going development of technique and standards for QA in radiation therapy, IMRT and IGRT in particular. Instead of selling new Versions as they are released, RIT wants all of our user sites to have the benefit of our latest developments as soon as they are available. Product training is now included in the Product Maintenance Program and class attendees may receive CAMPEP credits for 10 MPCEC hours.

Our Product Maintenance Program not only provides RIT113 user sites with the most current QA routines that clinical Medical Physicists have told us will help them treat more patients, more effectively, it also enables us to maintain critical technical interfaces with each of the Radiation Therapy Treatment Planning Systems, thereby giving clinical physicists a tool that keeps up with the rapidly developing IMRT equipment arena.

The RIT Product Maintenance Program also includes unlimited complimentary technical support via telephone, email and our Members Only knowledge base on the RIT internet website.

RIT does not negotiate our PMP price or the period of time that it covers. PMP is available on a prepaid basis only and RIT product upgrades are sold only through our PMP, or by purchasing a full new version of the software package. If a user elects not to maintain the software at the current level by declining participation in our PMP program, and they would later like to update their version they will have to purchase the latest version. We can discount their purchase price by the cost difference between the most recent version, and the cumulative number of years their version/PMP is out of date. RIT is a FDA regulated product (21CFR 802.5050). Each version of the RIT software is built upon the previous version's platform. FDA Regulation requires that we distribute every software upgrade to every one of our PMP member sites as soon as each upgrade is available, and when that distribution is complete we must remove all previous versions from our facility. Customers who do not participate in PMP and therefore do not receive upgrades as they are developed and distributed would be unable to run a later upgrade because their platform would be missing levels of software code. For that reasons and because the FDA prohibits the sale of past versions, it is not possible to skip upgrades and then leapfrog to a "latest" version at a later date.

RIT makes every attempt to inform our customers of the terms of our Product Maintenance Program and our non-negotiation policy at the time that they purchase our products. We do not negotiate terms or prices because we are committed to making our software available to all hospitals and medical physics providers, regardless of their size and purchasing power. RIT is also under contract with several government agencies that require that RIT never offer our software to other parties at a lower price.

RIT is aware that it is customary for some medical product suppliers to sell their products at varying prices based on their own criteria. RIT is also aware that hospital purchasers must negotiate prices and terms for some of the products they purchase and that it is the responsibility of hospital representatives to attempt to negotiate a lower price and terms for our software.

You can depend on RIT that we will not sell our Product Maintenance Program to any other party for a lower price, different terms, or with a different Sales or License Agreement than we sell it to you. RIT believes that our pricing policies are fair to all purchasers and is the best way to keep our prices low. We have found that our customers appreciate that they do not need to invest valuable professional time negotiating, and that they may depend on our policy.

RIT values your business and wishes to treat all our customers fairly.