

**MATHCAD 14.0 MAINTENANCE RELEASE M020 ENTITLEMENT NOTICE**

**Dear Valued Customer,**

PTC offers one of the most comprehensive software support systems in the industry. Customers who invest in Maintenance Support are entitled to technical assistance, web-based support tools, on-line productivity-enhancing learning sessions and continuous software improvements. Our customers' collective investment in a software product results in technology and support improvements for all customers.

Therefore, we provide those improvements to everyone who invests in support. In a change to our previously stated policy, only those customers who are active maintenance-paying customers will be entitled to the latest releases at no additional charge. The current maintenance release, M020, will be made available to Single User customers to download only through August 1st, 2008. The M020 download can be found [here](#).

We know you rely on software that is continuously improved and regularly updated for changes in compatibility with other software and technology. A special upgrade Time Limited Offer will be made available to upgrade your Single User license to an enterprise node locked license with maintenance support.

If you are using Mathcad via a Single User License, you can upgrade your license to a Node-Locked or Floating license and add Maintenance Support so you can access the support entitlements, including maintenance releases. Please contact [mathcad@hearne.com.au](mailto:mathcad@hearne.com.au) for more information.

**Sincerely,**

**John Callan**  
**Director of Product Management, Mathcad**

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