IC KNOWLEDGE LLC

IC Knowledge LLC, PO Box 20, Georgetown, MA 01833
Web site: www.icknowledge.com email: info@icknowledge.com
Tx: (978) 352 – 7610, Fx: (978) 352 – 3870

IC Knowledge - Cost Model Support Policy

Introduction
IC Knowledge currently produces five different costs models:
1. Discrete and Power Products Cost and Price Model
2. IC Cost and Price Model
3. MEMS Cost and Price Model
4. Packaging Cost and Price Model - beta testing
5. Strategic Cost Model

All five models include twelve months of reasonable phone and email support and updates included in the purchase price. Please note that only registered users with a current license are entitled to support and only registered users will have updates sent to them.

This policy outlines what constitutes a "registered user" and what "reasonable support" entails. This policy is subject to change at any time.

Registered User
For a single user license the registered user is the person purchasing the model unless they designate someone else to be the registered user. There can only be one registered user for a single user license. A single user license may be transferred to someone else within a company if the registered user changes jobs but IC Knowledge must be notified of the change.

For an enterprise license there may be multiple registered users. By default, the person purchasing the model becomes a registered user and the administrator for the company purchasing the license. The purchaser/administrator of the model may then designate other people to be registered users. For an enterprise license there is no limit to the number of registered users within a company. The administrator may also transfer the administrator responsibilities to someone else within the same company.

IC Knowledge maintains a list by email address of all registered users. Only people on that list are entitled to support. If someone is going to need support under an enterprise license the administrator of the license needs to notify us in advance to add the person to the registered user list.

When a license expires all registered users under that license lose their access to support and are removed from the registered users list. License holders will be notified in advance that their license is expiring and offered a chance to renew their license before it expires therefore maintaining access to support.

Support

The following outlines "reasonable support":

1. We will provide training materials for the models including such items as training manuals, presentations and applications notes. These resources will be available on the individual model pages on our web site. We strive to keep these resources up-to-date but due to the rate at which we update the models there may some time lag between new model features being released and the training materials being updated.

2. Reasonable phone and email support for your specific questions will be provided. We recognize that when you are first becoming familiar with the model or have a new project this may involve multiple interactions per week, however, multiple requests per week for several weeks is considered outside of "reasonable support". If your support request volume is above what we consider reasonable you will be informed as such and you will need to reduce your support request volume or negotiate additional support at additional cost.

3. Support is only available for the current version of the model. Please make sure you are using the current version before requesting support.

4. A single one-hour WebEx training session will be provided on request for a single user license and up to two one-hours WebEx training sessions will be provided on request for an enterprise license.

5. Support does not include on-site training or visits.

6. Support and training will include what the model inputs do and how they drive the model, what is included in each of the model outputs and how the model inputs and outputs interact.

7. Support does not include cost or data details beyond what the model displays in the model outputs. A general discussion of how the model calculates costs is appropriate but tracing through detailed specifics of calculations is not supported. Providing specific background data values that the model doesn't display is also not supported.

8. To successfully use our model's, general knowledge of the semiconductor industry and semiconductor technology is required. Support does not include training on general industry knowledge and technology.

9. If you request help determining what input values to use, we will provide support at our discretion and to the extent that we have knowledge of the specific situation. There are many tens of thousands of different semiconductor and MEMS products available in the world today and we cannot possibly be familiar with the details of all of them. If you need the details on a particular part we suggest you begin by asking your supplier, they will typically provide many of the required details. If you can't get the data that way you can engage a reverse engineering firm to analyze the part(s) for you.

10. You may request a process or processes to be added to the IC Cost and Price Model or Discrete and Power Products Cost and Price Model. For a single user license, we will add up to 5 processes per 12-month period and for an enterprise license up to 20 processes per 12-month period. To request a process or processes to be added to the IC Cost and Price Model or Discrete and Power Products Cost and Price Model:

    10.1.1. You must fill out the add process request form available on our web site, if you send us data without using the form we will reject your request. You must use our form, if you change it any way other than entering the required values we will reject your request. You must fill in all the fields on the form, if the form is incomplete we may reject the form and or be unable to add a process.

    10.1.2. The requested process must fit within the scope of the model you are requesting it for (see below). Also, all models except the Strategic Model are limited to processes currently in production.

Model	Material type	Process Type
Discrete and Power Products Cost and Price Model	Si, GaAs, GaN, SiC	Discrete power devices such as, diodes, MOSFET's, IGBT's and Thyristors, and power integrated circuits such as, bipolar, BCD and HVIC.
IC Cost and Price Model	Si	Low power integrated circuits such as, bipolar, CMOS, BiCMOS, RFCMOS.

10.1.3. IC Knowledge must be able to attain sufficient information to be confident in the quality of the resulting model, this will be at IC Knowledge's sole discretion.

10.1.4. The processes that we add at the request of a customer become part of the model that is distributed to all customers. Adding processes to the model that are not shared with the whole customer base is not included in normal model support.

10.1.5. To request us to add a process to the MEMS Cost and Price Model, Strategic Cost Model or Packaging Cost and Price Model please email us and we can discuss the fit of the process and the required information.

11. We welcome customer requests for new model features but decisions about whether to incorporate specific features into the model are at IC Knowledge's sole discretion.