

## Moscore QM - Support #368

### Customer called and wanted to now why we have a subscription fee

03/22/2018 03:25 AM - Walter Pate

<b>Status:</b>	Feedback	<b>Start date:</b>	03/22/2018
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Walter Pate	<b>% Done:</b>	0%
<b>Category:</b>	general	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	1.00 hour
<b>Description</b>			
A customer called and questioned why we charge a subscription fee			

#### History

##### #1 - 03/22/2018 03:44 AM - Walter Pate

- File *Readme.doc* added
- Status changed from *New* to *Feedback*
- Target version deleted (*Customer needs to fix*)

I called the Eastern QMA customer and explained that we frequently send out new updates to Moscore-QM based on customer needs , crate new features and address bug fixes that have been reported to us as time progresses.  
I mentioned to the customer that I will be on a road trip in her area in April and would make an effort to stop by her track and have a meet and greet with the users to help them thru some issues that they may be having( not a full training session)  
I sent the customer a copy of our Readme file that documents our update history... see attached doc with updates to version 1.3.50  
New recent custom features that we have tested and added added is the Moscore\_QM Web Scoreboard. MyLaps X2 Decoder and Media Resources Video Scoreboard Support  
If we acquire more users, we can forsee the subscription prices possibly coming down!

#### Files

Readme.doc	109 KB	03/22/2018	Walter Pate
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