

2010 Technical Support Policy

Full technical support and product upgrades are included in the purchase price for the first 90 days following the purchase of any Infosite software products (as specified in the contract). Thereafter, Customers are required to purchase either a monthly, quarterly or annual Service Contract.

This service contract includes the following:

- **Toll-free (1-888-959-1120)** technical support - Monday to Friday from 7:30 AM – 4:30 PM (EST) excluding Canadian Statutory Holidays.
- All updates and new releases during the covered period.
- All custom work will be charged at the rate of \$100/hr.
- All additional training will be charged at the rate of \$100/hr or \$500 for a bank of six hours to be used as required.
- Special promotional offers are only available to clients with a support program.

Customers on Infosite's service program benefit from all software improvements and updates preferred Member's hourly rate for custom work and training, extended technical support hours and special promotions offered at various times during the year on Interfaces and Modules.

Infosite issues an updated copy of our software each month which is available to Clients on contract through download from our FTP site. In addition, a copy of the source code is deposited with our Corporate Lawyers monthly with a list of active service contracts. This code will be made available should anything occur to Infosite. Our Lawyer has been instructed to provide all Clients, with active contracts, a copy of this code.

Support plan costs are calculated based on the total purchase price of our software including all add-on interfaces, modules and additional licenses purchases at a later date. Training costs are excluded from the total used for the calculation. A statement of value will be provided quarterly with the next invoice if the Client's service contract rate is to be adjusted for the above.

Thirty days prior to the annual anniversary of the software purchase date, Customers will be requested to choose one of the following plans:

- **Monthly Plan:**
 - Customer will be invoiced quarterly, by fax or e-mail, 5 working days prior to the period covered @ 1/4th of **18%** (annualized rate) of the software value, with payment to be made by the 1st of each month by automatic debit or credit card (VISA/MC).

- **Quarterly Plan**
 - Customer will be invoiced quarterly, by fax or e-mail, 5 working days prior to the period covered @ 1/4th of **15%** (annualized rate) of the software value, with payment to be received by the 1st of renewal month by check, automatic debit or credit card (VISA/MC).
- **Annual Plan:**
 - Customer will be invoiced annually, by fax or e-mail, 10 working days prior to the period covered @ **12%** (annualized rate) of the software value, with payment to be received by the 1st of renewal month by check, automatic debit or credit card (VISA/MC)

GENERAL CONDITIONS

Customer on-line support from service plans is limited to help in operating Infosite's software. Online installations of new releases, configuration, archiving or training are not included in the service plans described above and will be invoiced at the Members special hourly rate.

For clients who have purchased interfaces with other products such as accounting software, mileage software, GPS location systems, Fuel Tax, etc, Infosite Technologies is not responsible for software updates or technical support on 3rd party products.

Infosite Technologies will provide an update to interfaces with new releases of third party software to customers on valid service plans within a maximum of three (3) months following the third party's general release date, and is included as part of the update support.

The customer is responsible for their own technical environment which typically contains hardware components such as printers, modems, cabling, workstations, servers, etc. and software from other manufacturers including standard operating systems (Windows, AS/400, SQL Server).

Technical support such as training, installation of new releases, database conversion or archiving will be invoiced at our current billing rate of \$ 100/hr. or 6 hour blocks of \$500 and will be handled through the Internet using "Go to Meeting".

For On-Site support, Infosite will charge traveling and living expenses and is only available based on a four hour minimum. *Infosite reserves the right to require advance prepayment of estimated travel costs.*

If by automobile, traveling to your site will be charged @ \$ 100/hr plus mileage charge @ \$0.75/km, or if by air, a fixed fee of \$1850 for air travel and travel time.

The per diem rate in either case is \$800, which includes local living expenses and full six hours of on-site support.

If On-Site or Internet technical support is required on week-ends or holidays, an up charge of 50% will be applied to travel and per diem rates.

If you require a CD-ROM for new releases, one will be shipped by Xpresspost, at a cost of \$50 for shipping and handling (payable in advance by credit card).

Training

Online Training

Infosite requires 48 hours notice to book online training (subject to availability) and 24 hours notice for cancellation requests.

Sessions cancelled with less the 24 hours notification will result in the loss of 1 hour of training time.

Online training sessions are scheduled for a minimum of 1 hour and increase in increments of 30 minutes.

On-Site Training

Infosite requires 2 weeks notice to schedule on-site training (subject to availability).

Cancelled sessions will result in the loss of 4 hours training time in addition to any other terms included in the invoice.

On-site trainings are scheduled for a minimum of 4 hours (travel time included) and increase in increments of 30 minutes.

User's guide is available through the Help within the software and can be downloaded from Infosite's FTP site. Should you require a *printed Help manual*, the charge is \$100, plus shipping and handling as mentioned above.

Customers without a Service Contract

If a Customer decides not to renew their service contract, and at a later date requires technical support or upgrades, Infosite will invoice based on the number of months without service @ 15% (annualized rate) of the software value, plus the addition of the next quarterly period and an overall 10% surcharge.

Infosite will require full payment of the above invoice before reinstating service contract.

Clients not on one of Infosite's programs will not have access to any current Interfaces, Modules or custom work as these require the Client to have a current version of the software.

Additional licenses can be purchased at current list price plus 50%.

This policy is subject to change with 30 days prior notice.