

2009 Technical Support Policy

Infosite provides two flexible support programs meant to meet the wide variety of our customers' needs.

Customers on one of Infosite's programs benefit from all software improvements and updates, preferred Member's hourly rate for custom 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 it's' 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. Custom reports and training costs are excluded from the total used for the calculation.

A statement of value will be provided with the annual invoice for your contract renewal.

Gold Service Plan

This plan is designed for those who want full support services. The cost of this plan is **18%** of the accumulated total of your software purchase, excluding custom reports and training.

This premium plan includes the following services:

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

Silver Service Plan

This plan is designed for those who do not require full support services, but wish to have all updates and new releases. The cost of this plan is **12%** of the accumulated total of your software purchase, excluding custom reports and training.

This plan includes the following services:

- All updates and new releases during the covered period.
- Technical support is available on the "A La Carte" plan, at an hourly rate of \$100 with a one hour minimum charge per call. You can purchase a bank of six hours @\$500.

- All custom work or training will be charged at the special Member's rate of \$100/hr or \$500 for a bank of six hours to be used as required.
- Special promos offered only to clients with a support program

"A LA CARTE PROGRAM" (For Silver members only)

This plan allows our Silver Members the opportunity to purchase technical support as required with the flexibility of a banked number of hours

- Just use our Toll Free number (1-888-959-1120), have your credit card ready at hand (Visa or MasterCard) and our technical support department will handle your call.
- This service is only available during our business hours of Monday to Friday 7 AM – 7 PM (EST) excluding Canadian Statutory Holidays.
- Minimum charge for a call is \$ 100 for a maximum of 1 hour.
- We will fax you a payment authorization form that requires immediate action and must be signed by the Card Holder and returned immediately by fax 450-437-1214.
- As soon as we receive the credit authorization, *help will be on its way.*
- Another alternative is to simply purchase a bank of 6 hours for only \$500, renewable whenever you're out of time. Please contact us at 888-395-0354 for more information.

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. *Infosite reserve the right to require advance prepayment of estimated travel costs.*

If by auto, traveling to your site will be charged @ \$ 100/hr plus mileage charge @ \$0.75/km, or if by air, a fixed fee of \$1750 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 travel and per diem rates.

All plans are valid for a period of twelve (12) consecutive months and **renewal is due upon receipt of invoice**, 30 days prior to the expiration of the contract.

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).

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*, we will charge you \$100, plus shipping and handling as mentioned above.

"PAY AS YOU GO" For Customers off Support

Technical Support will only be provided at "**PAY AS YOU GO**" to customers whose service contracts have expired and/or have not been renewed.

Infosite will require the following prior to providing technical support.

- **Minimum charge for a call is \$300 for a maximum of 1 hour.**
- **If you surpass the first hour, Infosite will charge an addition \$250 for all or any part of an hour.**
- We will fax you a payment authorization form that requires immediate action and must be signed by the Card Holder and returned immediately by fax **450-437-1214**.
- As soon as we receive the credit authorization, *help will be on its way*
- Just use our Toll Free number (1-888-959-1120), have your credit card ready at hand (Visa or MasterCard) and **our technical support department will handle your call.**
- This service is only available during our regular business hours of **Monday to Friday 9 AM – 4 PM (EST) excluding** Canadian Statutory Holidays.
- Any custom work or training will also be quoted at the Non-Members rate of \$300/hr.
- Clients not on one of Infosite's programs will not have access to any current Interfaces or Modules other than through custom programming.