

POS International, Inc. Phone Support Contract

P.O.S. is pleased to offer phone support for POS International Software Products* and any Hardware (i.e. Cash Drawers, Networks, Modems, Fax Boards, Mouses, etc.) that our support staff is familiar with.

SUPPORT: Discussion of any subject relating to any computer, software, bookkeeping, accounting or application question, problem or situation regardless of the cause. Administrative questions are not considered Support. **Support will ONLY be provided to those clients that have a completed Support Contract on file.**

APPLICATIONS SUPPORT: Discussion of general approach to utilizing software for different customer- oriented application problems.

SOFTWARE SUPPORT: Discussion of issues relating to problems or errors with the software, whether caused by the software user or by the hardware.

SUPPORT HOLD: An active account is placed on hold if there is an open balance over 15 days or if the original support time has expired. This situation can be rectified by activating a new phone support contract.

ACCESS: Regular Support hours are 9:00 AM - 6:00 PM E.S.T. Monday - Friday. It is imperative that you have a telephone next to your CPU for effective telephone support. If a modem has been installed with the systems, please have it hooked up and establish an Email account and Internet access which will facilitate your ability to transfer files,fixes or updates. This could save considerable support time for you. If you have a fax machine please let our support technicians know, this can also facilitate your support.

DISCLAIMER: POS International provides this service to you "AS IS" and does not warrant that the information provided will be error-free or will meet any or all customer needs. Any errors that are identified by clients of POS International, Inc. will then be evaluated by POS International to determine whether the errors apply generally to the program or are customer specific. Any errors that are peculiar to that specific customer will, at the option of POS be dealt with by using one or several methods of correction. Program related errors will be forwarded to program authors. In no event shall POS be liable for any loss, damage, or injury of any nature, due to the above, whether direct or consequential in connection or resulting from the use of the service. **Online Support:** This service is provided via the internet, and will be available to customers with Broadband or High-Speed internet service. POS Online Support is an interactive service and requires the cooperation of both POS International and the client. This service cannot and will not work if one or both parties is not available to initiate the online session. It is at the discretion of POS International to determine what circumstances constitute an online support session. Any issue which requires the evaluation of data or other information by POS International will not be supported online (including, but not limited to; report data, report formats, missing data, etc.).

****IT IS THE RESPONSIBILITY OF THE CUSTOMER TO DO FREQUENT BACKUPS TO PROTECT DATA.****

\$495.00	UNLIMITED PRIORITY SUPPORT... A flat fee of \$495.00 for one year. This entitles you to unlimited* phone support services for one year. All software updates are FREE! Prompt callback and 1-800 number.
\$295.00	UNLIMITED PRIORITY SUPPORT FOR 6 MONTHS... A flat fee of \$295.00. This entitles you to unlimited* phone support services. Prompt callback and 1-800 number.
\$99.00	DEMAND SUPPORT... A flat fee of \$99.00. This entitles you to 3 ten (10) minute increments – does NOT include support for Remote Merge.
\$100.00	ONLINE SUPPORT... A fee of \$100.00 added to any regular support contract (Annual, 6 Month, or Demand). This allows the POS International support staff to access your computer via the internet and work on your problem first hand! This option will last the duration of the support contract it is purchased in accordance with and can only be initiated when both parties (POS International and the client) are present. Requires download of POS Online Support.exe and high-speed internet connection.
\$295.00	1st YEAR REMOTE MERGE SUPPORT... Flat fee of \$295.00 per location. Includes remote dial-in set-up by of Remote Merge by POS. Prompt callback and 1-800 number.
\$195.00	ADDITIONAL YEAR REMOTE MERGE SUPPORT... A flat fee of \$195.00 per location. Prompt Callback and 1-800 number.

*Remote Merge Customers must purchase an additional Phone Support contract (\$295/location for the 1st year and \$195/location each additional year) specifically for Remote Merge. This price includes complete set-up of the remote merge module by POS.

Please go to <http://www.posintl.com/support/options.htm> to activate any of the above options.