

## **Technical Support Contract Definitions**

Technolutions' Technical Support contract provides for unlimited Technical Support for our software products under the title, Gift Certificate Manager, Guest Services and Check Writer (various versions and modules currently offered for retail sale by Technolutions), to clients who purchased and have paid for any of our three contracted Technical Support levels.

Technolutions Company Inc. provides its Technical Support to its clients via secure high-speed Internet access (with video and audio) as well as standard telephone and facsimile support mediums.

Technolutions' Technical Support hours of operation are 9:00 AM to 5:00 PM Eastern (Standard/Daylight Savings) Time.

*Technolutions does supply After Hours Emergency Technical Support. The telephone number is 905.396.0250. Please note that this service is not included in any Support Contract, and the caller will be charged at Technolutions standard Technical Support hourly rate.*

On-site Technical Support is available, and should it be desirable please contact Technolutions at 905.885.1010 between the hours of 9:00 AM to 5:00 PM Eastern (Standard/Daylight Savings) Time so we may prepare a quotation for your review.

Technical Support items and/or issues considered as standard items and/or issues covered under Technolutions Company Inc. Technical Support Contracts are:

- Unlimited Technical Support provided for the term of the contract for any Technolutions Company Inc. Gift Certificate Manager or Guest Services Manager software package on a computer system. This does include multiple computer systems locations contained within a single licensed site.
- Unlimited Technical Support for the term of the contract for day-to-day, normal use, of any Technolutions Company Inc. Gift Certificate Manager or Guest Services Manager software package on a computer system. This does include multiple computer systems locations contained within a single licensed site.
- Unlimited Technical Support for the term of the contract for day-to-day accounting posting and/or processing issues of any Technolutions Company Inc. Gift Certificate Manager or Guest Services Manager software package on a computer system. This does include multiple computer systems locations contained within a single licensed site.
- Unlimited Technical Support for the term of the contract for day-to-day accounting error correction on client's computer systems because of incorrect client posting and/or processing of any Technolutions Company Inc. Gift Certificate Manager or Guest Services Manager software package on a computer system. This does include multiple computer systems locations contained within a single licensed site. Technolutions has the sole right to determine what are considered normal operating issues.
- Unlimited Technical Support provided for the term of the contract for installation and set-up of any Technolutions Company Inc. Gift Certificate Manager or Guest Services Manager software updates and/or add-on modules on a computer system. This does include multiple computer systems locations contained within a single licensed site.

Technical Support items and/or issues **NOT** considered as standard items and/or issues covered under Technolutions Company Inc. Technical Support Contracts are:

- Assistance in the resolution of client's internal computer hardware, operating software, computer-networking or third party applications issues.
- Assistance where Technolutions personnel are performing the job functions of the client's personnel and their job duties. i.e. completing bank reconciliations.
- Assistance in the resolution of poor posting practices resulting in Technolutions Company Inc. having to perform the job function of the client's personnel and their job duties.
- Consultation or participation with a clients auditing firm.
- Assistance in re-building of data because of client's error or internal computer hardware, operating software, computer-networking or third party applications issues.
- Assistance with issues resulting in Technolutions Company Inc. client not either being able or willing to provide reasonable secure digital Internet access, which would provide Technolutions Company Inc. with a vehicle to provide support.

Support provided for the above items and/or issues will be invoiced as an additional charge at Technolutions Company Inc. standard Technical Support hourly rates.

The decision of whether a support item and/or issue are covered or not is solely determined by Technolutions.

All Technolutions Company Inc. software products have a 30-day money back guarantee from the date of shipment, no questions asked. The client is responsible to return to Technolutions Company Inc. all materials, packaging and software in good condition.