



400 East Pratt Street
Baltimore, MD 21202
(410) 539-3737

Professional Information Management

AGREEMENT FOR TECHNICAL SUPPORT SERVICES

Technical Support #: 1-800-5SYSCOM (1-800-579-7266) then press "4" for Technical Support

Pre-Arranged Individual Support Call Option

Individual calls made with no pre-paid support plan in place will be charged \$_____ for any portion of the first hour and \$_____ for any portion of each ½ hour thereafter during normal business hours. By engaging in the Pre-arranged Technical Support Agreement, client authorizes Syscom, Inc. to charge for technical support services that are requested through the expiration date identified below. We will not be able to provide technical support until this form or an equivalent support agreement has been signed by an authorized official and faxed back to SYSCOM.

Please sign this form and **FAX** to:

SYSCOM Inc.
Fax: (410) 837-9535
Attn: Support Center

COMPANY NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

AUTHORIZED BY: _____

PRINTED NAME: _____

Purchase Order #: _____(Optional)

TODAYS DATE: _____

EXPIRATION DATE OF THIS CONTRACT: _____

Syscom, Inc.	
BY:	_____
Print Name:	_____
Title:	_____
Date:	_____

In signing this form you have indicated your acceptance to engage in a Pre-Arranged Individual Call, Technical Support Agreement, and support will be provided immediately.

An invoice will be generated at the end of each month for any support calls generated within the month. Payment is due 30 days from the invoice date.

If the incident reported by the customer falls under the respective product maintenance contract, the time associated with the incident will not be charged. The individual Syscom Account/ Product Manager will make the decision.

Please refer to Syscom's General Technical Support Services Program, Terms and Guidelines, for standard technical support services provided.