



Professional Information Management

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

## AGREEMENT FOR TECHNICAL SUPPORT SERVICES

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

### Individual Support Call Option

Individual calls made with no 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. SYSCOM will require a signature to authorize the charge prior to SYSCOM actually providing any technical support for the call. We will not be able to provide technical support until this form 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)

**Today's Date:** \_\_\_\_\_

**Incident Number:** \_\_\_\_\_

**Syscom, Inc.**

**BY:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

In signing this form you have indicated your acceptance to engage in an 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 hours that are related to the incident number identified above. 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 this incident number 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.