



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

Pre-Paid Block Option

SYSCOM is offering a Support Services option that allows customers the opportunity to purchase pre-paid blocks of support hours for a fixed price. A minimum initial charge of \$_____ provides 10 hours of support during normal business hours with each subsequent increment of 10 hours available at an additional \$_____. For pre-paid blocks exceeding 100 hours, a discount may be negotiated.

Each call received will be charged a minimum of one-half hour, with the total length of the call deducted from the remaining balance of available support hours.

For a technical support issue that extends beyond the remaining balance of hours, authorization is required at that time via fax to purchase an additional block of hours or to switch to the Individual Call Option. A Pre-Paid Block of support hours is valid for 12 months from the date of purchase.

Your signature on the form below indicates your acceptance to engage in a Pre-Paid Support Agreement and support will be provided immediately. The attached Terms and Conditions shall apply and are incorporated as part of this Agreement.

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: _____

EXPIRATION DATE OF THIS CONTRACT: _____

SYSCOM, Inc.

BY: _____

Print Name: _____

Title: _____

Date: _____



TECHNICAL SUPPORT SERVICES PROGRAM – PRE-PAID BLOCK OPTION

TERMS AND CONDITIONS

The SYSCOM Technical Support Services Program provides customers with the opportunity to request technical assistance and expertise to help identify and resolve hardware/software problems. The following terms apply to the support services provided under this agreement:

1. **Support Availability:** Pre-paid support will be available during normal business hours: Monday through Friday, 8 am – 5 pm EST (holidays excluded), 8 am – 5 pm PST for West Coast customers (holidays excluded).
2. **Call Back Procedures:** Customers will be contacted within 2 hours from initial call.
3. **Billing:** Upon receipt of a signed Agreement for Technical Support Services, SYSCOM will invoice the customer for the cost of the pre-paid support services. Payment is due within 30 days of receipt.
4. **Reporting:** A report will be generated at the end of each month that will show the number of hours used and the number of hours remaining.

Exceptions:

1. In the event an incident reported by a customer is covered by an existing product maintenance contract, the support time associated with the incident will be charged against the maintenance contract and not against the pre-paid support time balance. The appropriate Syscom Account/Product Manager will decide the circumstances under which a product maintenance contract applies.
2. The use of support time to address problems that result from software defects found in SYSCOM software/products will not be charged against the customer's pre-paid support time balance. **IMPORTANT:** This exception does not apply to support time used to address Third Party software defects, and any support time used for this purpose will be charged accordingly.