

## TECHNICAL SUPPORT AGREEMENT

This agreement is for the purpose of defining the terms and conditions under which Technical Support will be provided by Cornerstone Global Services Inc. (CGS) to the undersigned company or organization for support of new or previously installed software products.

### \*Technical Support

CGS will provide you with superb network and technical support for your hardware and software products. The standard rate is \$195 per hour for all time involved in helping you with your project, which begins as soon as one of our highly-skilled technicians responds to your request. The *minimum* telephone support charge is 15 minutes. The *minimum* onsite support charge is 1 hour.

Due to the fact that we must service our Premium Technical Support contract customers as a priority, a technician may not be available at the time of the initial call. In keeping with similar support programs offered by most software manufacturers, the call back from CGS could take as much as 3 to 5 days.

### \*PREMIUM Technical Support

CGS will provide immediate assistance to clients who purchase the Premium Technical Support program. To enroll in the Premium Technical Support program and receive outstanding services at a discounted hourly rate, a minimum purchase of 100 PRE -PAID support hours is required. By enrolling in the program, the undersigned company or organization has the ability to call CGS's Technical Support Department and receive instant assistance, if a technician is available. If a technician is not available at the time the initial service call is placed, the client will receive a call back within an average of four (4) hours.

In the event of a total system failure, the undersigned company or organization may indicate such to the receptionist, and be given priority service and/or a call-back within one hour. If the technician handling the call is unable to solve the problem over the phone, a technician may be dispatched to the undersigned company or organization, if the office location is within the Tampa Bay, FL area. Support charges shall be accrued from the time the technician leaves the CGS office and will continue until the technician returns. The *minimum* onsite charge is 1 hour. The only additional fees incurred may be the cost of out -of-pocket expenses incurred if travel is required outside the Tampa Bay area.

All support calls placed to CGS will begin to accrue against the pre-paid support time beginning as soon as a support technician responds. Upon rendering technical support, clients will be charged in fifteen (15) minute increments for CGS services.

### \*PRE-PAID Premium Technical Support Contract Hourly Rates

	RATE	PRE-PAID CONTRACT RATE
Senior Management	\$225 p/hr	<b>\$225 p/hr</b>
Senior Programming Staff	\$225 p/hr	<b>\$195 p/hr</b>
Senior Technical Staff	\$225 p/hr	<b>\$195 p/hr</b>
Programming Staff	\$195 p/hr	<b>\$185 p/hr</b>
Technical Staff	\$195 p/hr	<b>\$185 p/hr</b>
Training Staff	\$195 p/hr	<b>\$185 p/hr</b>
Support Staff	\$195 p/hr	<b>\$185 p/hr</b>

**Please NOTE: Support for your Operating System is also included in this agreement. Any and all time required for such support is applied against the term of this agreement.**

#### **\*REMOTE Control and Support**

This option is available to save fees pertaining to ONSITE VISITS. Many operations for the undersigned company can be performed remotely (as opposed to onsite at a client's physical location) via an Internet connection a Remote Control software package such as Symantec pcAnywhere32®, Citrix®, or Microsoft Terminal Services. The *minimum* remote support charge is 15 minutes. The undersigned company or organization is required to have, at a minimum, a basic internet connection and remote control software as described above.

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## **STANDARD RULES AND LIMITATIONS TERMS OF AGREEMENT**

This agreement is for an unlimited period of time based upon the support option chosen and begins from the date this agreement is signed. Unless revoked in writing at least 30 days from the termination of this agreement, it will renew for an equal period upon expiration. Any *outstanding invoices more than 10 days past due* shall result in a suspension of further services and an increase to the the hourly rate currently in effect. Support hours are available until used. Refunds are not issued for unused technical support hours.

#### **Hours of Operation**

CGS's Technical Support Department operating hours are 8:00am to 5:00pm Eastern Standard Time. Calls may be placed to CGS's Technical Reception Desk during these times. Calls coming into our office before 3:00pm EST will be returned the same day if possible (*due to time limitations they may be returned after 5:00pm EST or by 10:30am EST the next business day*). A 24-hour support agreement is available to PREMIUM SUPPORT clients for double the listed rates.

#### **Accounting Practice Limitation**

CGS does not teach accounting or accounting principles. If applicable, it is recommended that the person(s) who will be operating your accounting software be at minimum, familiar with the basics of bookkeeping. If this person(s) does not have bookkeeping experience, we recommend that they attend a beginner accounting course at a local university or technical school prior to operating the software. CGS does not issue opinions on accounting rules, principles or transactions. Contact your C.P.A. for any questions concerning these matters.

#### **Time/Volume of Calls**

This agreement and price structure is based on the AVERAGE requirement for support. We expect that during the first 4 to 6 weeks after any new software implementation, the volume and length of calls will be much greater than that in the following weeks and months. CGS reserves the right to reduce or increase the rates of this agreement for subsequent agreements.

#### **Assignment of Designated Contacts**

The person signing this contract should state the name of the person(s) who will be the designated contact(s) at the time this agreement is signed. The designated contact within the undersigned company or organization may be changed if necessary.

#### **Upgrades**

Most software manufacturers regularly upgrade their products to meet changes in rules and practices as well as to provide new features. It is CGS's policy to support out -of-production releases of those software products for a period of six (6) months following the release of a new version of the software. A surcharge may apply after this period to continue support of out -of-date software.

#### **Support for Custom Software Modifications**

Technical Support for custom programming provided by CGS is included under this agreement and is subject to the standard rules and limitations as stated herein.

#### **Unresolved Calls**

Not all calls can be resolved while the technician is on the phone. Some calls require testing and/or assistance from our programming department or the software manufacturer to resolve. CGS will keep the designated contact person updated as to the status of the open call if the problem cannot be resolved while on the phone with the technician. CGS purchases a Premium Dealer Support Plan from most manufacturers for use by its technicians. Should the CGS Technician be unable to resolve the problem, CGS will log a call to the manufacturer for the next available technician. All open calls will be jointly worked on by CGS and the product manufacturer.



**Cornerstone Global Services, Inc.**  
5550 West Executive Dr. Suite 240; Tampa, FL 33609  
Ph: (813) 321-1300 Fax: (727) 796-9513

Products Supported:

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Special Conditions:

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TOTAL HOURS: \_\_\_\_\_ @ per hour \$ \_\_\_\_\_ Total \$ \_\_\_\_\_ Check Number: \_\_\_\_\_

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I (We) accept the terms and conditions of Cornerstone Global Service's Technical Support agreement:

\_\_\_\_\_  
Cornerstone Global Services, Inc.

\_\_\_\_\_  
Contract Date

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Company Representative (Signed)

\_\_\_\_\_  
Designated Contact (1)

\_\_\_\_\_  
Company Representative (Signed)

\_\_\_\_\_  
Designated Contact (2)