

## **Internet Software Solutions -1 Year Software Priority Support Contract Policy**

Internet Software Solutions is committed to supporting the products it sells through excellent customer support. Our objective is to insure that our customer's expectations and needs are met both before and after our products are purchased. With the recent purchase of your Internet Software Solutions Product, you are entitled to standard technical support during normal business hours which includes phone and email support. This contract provides priority support for critical use systems as outlined below.

### **Technical Support**

This Software Support Contract entitles you to 24/7 technical support during normal Internet Software Solution's business hours from 8:00 AM to 5:00 PM Monday through Friday (Pacific Daylight Time) and critical support after hours. In order to provide quick response to support queries, please provide the contract number provided at the top of this page, your name, company name, and the product and version number and any information such as log files. For non-critical issues, e-mails should be sent to [support@internetsoftwaresolutions.biz](mailto:support@internetsoftwaresolutions.biz) and our Customer Support telephone number is 541-747-9796 Ext. 2. For critical issues, call 541-747-9796 Ext. 9 and leave a message. A support representative will return your call within one hour. Only critical issues will be given after hours support. Should a customer abuses after hours support with non-critical support issues, Internet Software Solutions has the right to terminate this contract and no refund will be given.

Our support staff will provide technical assistance for Internet Software Solution's products only. If the issue is not with our software, our technical support staff will assist in trying to resolve the issue however the primary responsibility to resolve the issue will be the customers.

Internet Software Solutions offers no guarantee that we will be able to fix any particular issue, however we will make our best efforts to do so in the time allowed. Internet Software Solutions assumes no liability whatsoever for proposed resolutions or fixes.

### **Software Media and Documentation Replacements**

This Software Support Contract entitles you to free replacements for your software media or user's documentation should they become damaged or lost during the term of this contract. Damaged hardware keys will be exchanged at the discretion of Internet Software Solutions.

### **Product Updates & Upgrades**

Internet Software Solutions has a standing commitment to ensure that the product you purchase remains current and up-to-date. Standard update policy is 2 years from the date of purchase. This contract will allow you to continue to receive updated beyond the two years while the contract is in force.

### **Update Notices**

Customers will be notified of any product enhancements, bug fixes, updates, or upgrades, via our software or by manually checking for updates through our software.

### **Software Support Contract Terms**

1. This Software Support Contract starts the day that its purchase is completed and continues for a period of 1 year it is exclusive of and in addition to the standard support provided with purchase of the product.
2. Software Support Contracts are renewable on an annual basis based on the original date of Software Support Contract purchase.

Please direct inquiries regarding this contract to The Internet Software Solutions Customer Support Department.

01/01/2009