



FireFiles Premium Support

The following services are provided under the FireFiles Premium Support agreement:

1. Telephone Support

The Consultant agrees to provide to the Client unlimited telephone support, for any product issue including installation assistance and day-to-day software questions. Telephone support is available Monday - Friday 9am-5:30pm CST, not including holidays.

2. Upgrades & Updates

The Consultant agrees to provide to the Client all Software upgrades, modified versions and updates. This does not include separate add-on applications. Access to these Software upgrades will be available either through online downloads or direct installation.

3. Online Support

The Consultant agrees to provide to the Client online access to all Documentation. These materials are available for viewing and printing at any time. The online support area also offers technical support articles, email support requests and suggestion box.

4. Onsite Support *(optional)*

The Consultant agrees to provide Software support, regarding any issue, at the Client's site as needed. Onsite support may be scheduled at any time convenient to the Client given a minimum of five (5) business days notice to us. The Client will be billed at a rate of eighty dollars (\$80.00) per hour for an eight (8) hour minimum, plus direct travel expenses. Direct travel expenses only include transportation and reasonable accommodations.

5. Additional Development *(optional)*

The Consultant agrees to provide, as requested by the Client, additional Software development services including, but not limited to, customized modules and additional reporting features and any other development not included as an existing element of the Software. The Client will be billed at a rate of eighty dollars (\$80.00) per hour for these requests.

If Premium Support is NOT purchased, the following costs will apply:

- Telephone Support - \$100.00 per incident
- Upgrades - \$200.00/license**
- Onsite Support - \$120.00/hour
- Additional Development - \$120.00/hour

**Premium Support can be purchased up to 60 days after date of software license purchase. Support term begins on the 1st (if purchased after the 15th of previous month) or 15th (if purchased before the 15th of the current month).*

***Premium Support can be purchased up to 60 days after date of an upgrade purchase.*