

SERVICE AGREEMENTS

PREFERRED CLIENT AGREEMENT (PCA)

As a Preferred Client, you receive preferential treatment as specified below. This annual plan provides quality technical assistance for clients who want the guarantee of unlimited phone support and discounts on new software version releases. Available for all your GateHouse software products, the plan includes

- Two (2) Business Hour Phone Support Response Time
- Unlimited Telephone Software Support during TEM Normal Business Hours: Monday thru Friday, 8:30 a.m. to 5:00 p.m. (excluding holidays)
- 10% Discount on any Additional Training Needs
- 25% Discount on all Upgrades to Newer Software Versions

EXTENDED PREFERRED CLIENT AGREEMENT (EPCA)

Designed for clients with complex business requirements, this plan provides quality technical assistance with prioritized support services for faster response. The comprehensive support package offers all the features of the Preferred Client Agreement but extends support to 24x7 telephone hotline coverage.

SYSTEM MANAGEMENT AGREEMENT (SMA)

For communities that do not want the burden of hiring personnel to administer their GateHouse system, this plan offers a number of specialized features. All the features of the Extended Preferred Client Agreement are included as well as account management services, system management services, regular review meetings and new software version releases. An SMA delivers prioritized support services, faster response times, priority maintenance and priority escalation handling. You have the added convenience of customizing your plan with a wide range of Personalized Support Options.

PRICING

Pricing for all the above service options is dependent on the GateHouse modules that are installed at your site.

PREPAID SUPPORT PLAN

For clients who elect not to take advantage of the GateHouse software support agreements described above, this plan offers a discount on the flat rate for telephone support of GateHouse software. All support is available only during TEM's normal business hours (Monday through Friday, 8:30 a.m. to 5:00 p.m.). Support time is deducted from a pre-paid pool of hours in minimum 15-minute increments. Included in support time are time on-line or on the phone, research time and programming time.

*****PLEASE NOTE*****

IF YOU DO NOT ENTER INTO A SERVICE AGREEMENT, THE CHARGE FOR GATEHOUSE SOFTWARE SUPPORT WILL BE PER HOUR AS FOLLOWS:

A minimum payment of \$150.00 per call will be charged. This payment covers up to one hour of support for a single call. If the call extends beyond one hour, subsequent hours are charged at \$125.00 per hour, in quarter hour increments (\$37.50). The client may, at any time, elect to abort the call but is still responsible for paying any elapsed time after the first pre-paid hour. If a fault is remedied in less than one hour, no portion of the initial \$125.00 fee shall be refunded.