**Sales Automation Services, Inc.**
*Formally CITAP Accounting Software Services, Inc.*

*Certified DacEasy Consultant*
*Telemagic AMP/Programmer*

# SERVICE SUPPORT CONTRACTS

In order for us to provide top quality support to our clients, we will be implementing our new Service Support Contracts starting 07/01/2003. Depending on which Service Support Contract you select, you will be entitled to the following benefits:

- **Discounts on all BEST products**
- **Discount rates on all visits**
- **Remote Support**
- **Priority Technical Support and Scheduling**

To sign up on a Service Support Contract, just review the information below, write in the contract you wish to sign up for, and fax it back to us.

***Only a limited number of contracts will be sold so don't wait.***

We will be offering the following Service Support Contract Options:

| NAME | LABOR RATE | FREE HOURS | PROGRAM RATE | TELEPHONE SUPPORT | FREE TEL SUPPORT | PROD. DISC. | MONTHLY FEE | TERMS |
|---|---|---|---|---|---|---|---|---|
| No Contract | $145.00 | 0 | $185.00 | $45.00 | 0 | %0 | | |
| Standard | $135.00 | 0 | $185.00 | $25.00 | 1/Month | %0 | $49.95 | 3 Months |
| Enhanced | $130.00 | ½ | $175.00 | $25.00 | 5/Month | %5 | $149.95 | 3 Months |
| Premier | $130.00 | 1 ½ | $175.00 | $25.00 | UNLIMITED | %10 | $299.95 | 1 Year |
| Gold | $125.00 | 3 | $165.00 | $0.00 | UNLIMITED | %10 | $399.95 | 1 Year |

Notes:

- Standard and Enhanced Service Support Contract requires all three months paid in advance.
- All payments will be charged to a major credit card on the first of each month.
- Free Hours and Free Telephone Support calls do not roll over to the next month.
- Telephone Support call rate is for the first 15 minutes. A $2.50 per minute fee will be charged for all minutes after the initial 15 minutes (except for Premier and Gold). Support calls do not apply for installation and upgrade questions.
- Product Discount is for BEST products sold through Sales Automation Services, Inc. and some third party products. Discount is based on the RETAIL or PROMOTIONAL price of the product. Discount doesn't apply to special pricing, coupons or price matching.
- Travel charges are not covered in the contracts. Travel charges will be billed for all visits beyond our coverage area.
- 800 Technical Support will be provided via a cellular phone and may not always be in a service area. Phone support is available Monday through Friday from 9:00am to 4:00pm PST. All Support calls not answered directly will have top priority when service is available again.
- ***Clients with a higher support contract will have priority over lower support contract clients. Therefore, scheduled appointments may be canceled and rescheduled due to a higher support contract client's needs.***
- Emergency visits are still billed at 1 ½ times the normal rate IF another SSC client's appointment needs to be canceled and rescheduled. Otherwise Emergency calls will be handled in the next available time slot. This applies to ALL support contract clients.

**Code:** «PID_LVL1»
**Company:** «Company_LVL1»
**Address:** «Address_LVL1»
«Address_2_LVL1»
**City:** «City_LVL1» **St:** «State_LVL1» **Zip:** «Zip_LVL1»
**Visa/MC:** «Credit_Card_Num_LVL1»
**Name :** «Credit_Card_Name_LVL1»
**Signature:** X

**Email:** «Contact_E_Mail_LVL1»
**Contact:** «Contact_LVL1»
**Office Ph:** «Office_LVL1»
**Fax Ph:** «Fax_LVL1»
**Contract:** «Contract_LVL1»
**Exp Date:** «Credit_Card_Exp_LVL1»

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