MAINTENANCE

Maintenance Period
01/01/2012 - 12/31/2012

Maint - Software
VT AX5 concurrent connections , VT AXIM concurrent connections , .75 emailxtender licenses , VT Workflow Server, Process Builder, and concurrent connections , VT InputAccel Capture , VT AX5 OCR Server, Full Text OCR, VT Retention Manager Server, VT eform Manager & AX5 Integrator. Unlimited users/viewers. 5 Designers. VT Replistor. Service/Repair including Technical Support. Does not include Updates.

Annual Maintenance - Technical Support
These hours shall be used by Client for technical support. The hours used by Client shall be deducted from the allocated annual support hours assigned to the Client (Telephone, Remote, Training and On-Site Support).

TERMS

Payments
NET 30 DAYS

Late Payments
Client will be charged 1.5% for late payment of invoice.

Proposal Expiration Date
Due to constant changes in the technology industry the prices listed in this proposal are guaranteed for 30 days from the date of this proposal.

Maintenance Overview
The Maintenance Agreement covers three area of support - Technical (Labor), Hardware and Software Support. The Annual Maintenance Terms and Conditions are itemized below. Please refer to the Annual Maintenance information above for specific information regarding the products and services covered under this agreement.

Technical Support
Please refer to the information provided in page page 2 for the number of hours allocated for technical support. These hours will be deducted every time you use technical support (Telephone, Remote, Training and On-Site Support). A work order can be sent to you via email every time a call is placed or incidence logged at the help desk.

Software Support
Please refer to information on page 1, 2 or 3.

Hardware Support
Please refer to information on page 1, 2 or 3 to confirm if your hardware is covered under this Maintenance Agreement. This annual maintenance includes the labor charges for diagnosing and repairing of hardware. Unless specified in your Proposal, you will be billed separately for replacement parts, shipping and sales tax.

Efficient Response To Your Support Calls
You will get the best response to your support call if you contact the help desk at ViaTRON. You can contact ViaTRON’s Helpdesk at 310.756.0594 or send an email to Support@ViaTRON.COM. If you have a technical emergency, you may contact ViaTRON’s emergency response center at 310.756.0630.

Imaging Software Updates
ViaTRON will release software updates periodically during the support period. Client may request for these update software as they become available. There is no charge for these software updates. However, client is responsible for paying for sales tax and shipping for the new update software.

Telephone Support
TERMS

Viatron will provide Telephone support during the support period. The Level One Telephone Support is available to your staff Monday through Friday between the hours of 8:00am and 6:00pm Pacific Time. The response time to a service call is generally 4 hours. Total telephone support hours will be deducted from total hours allocated for the year. For fast response to technical questions please call ViaTRON help desk at 310-756.0594.

Remote Support

ViaTRON will provide client with remote support. Remote support will be utilized to assess the severity of the problem. Our remote support will also be used to repair the problem.

System Administration and User Training

System Administrative Training is available to client when a new update is released. This training is also available for when you have new staff that is hired to use the imaging system. ViaTRON provides training at ViaTRON’s Training Center. Client may also choose to have the training conducted at your facility. The hours involved in the training will be subtracted from the on site hours available for the client.

Service Coverage

The Level One Support Agreement Does Not Cover the Following:
This Maintenance Agreement does not cover any hardware or software not installed by ViaTRON. You may hire ViaTRON’s Professional Services for these special projects. The service fee for special contract work is $150/hr.

Optional Level Two Maintenance Agreement

ViaTRON also offers custom technical support programs (Level Two) for special needs. These programs were designed to accommodate special needs. These special programs include: one hour telephone response time 7 days a week, same day on-site support, and on-site service call 7 days a week. This Maintenance Agreement does not include a custom support package. There is a separate pricing structure for the Advanced Support Agreement.

PROJECT PRICING

FINAL PRICE $27,143

Project Approval:

Signature ____________________________ Date ____________________________