

TECHNICAL SUPPORT POLICY

Full technical support and product upgrades are included in the purchase price for the first 6 months after purchase DispatchMax software. Thereafter, customers are required to purchase either on a quarterly or annual service contract.

The service contract includes the following:

- Technical support by phone Monday to Friday from 8:30 to 16:30 excluding Canadian holidays.
- All updates and upgrades during the period.

We are committed to provide files of updates to customers with a service contract in force. The process of updating the changed configurations may incur additional charges. The usual frequency of updates is at least four times a year.

The price of the service contract is calculated based on the total purchase price of the software, including all modifications and customizations of software modules and additional licenses acquired at a later date. Training costs are excluded from the total used for the calculation. A declaration of value will be provided to the client if the rate of the service contract shall be adjusted upward.

Thirty days before the annual anniversary of the date of purchase of the software, customers will be invited to choose from the following types of contract:

- Quarterly. Customer will be invoiced quarterly, five working days prior to the period for an amount equal to ¼th of 16 % (annualized) of the value of the software.
- Annual. Customer will be charged annually, 5 working days prior to the period for an amount equal to 12 % (annualized) of the value of the software.

GENERAL CONDITIONS

Standard technical support includes consultation and advice:

- software installation
- general questions about product functionality
- abnormal program termination
- errors that may occur when using the software

Technical support such as training, installation of new releases, data conversion services and archiving will be charged at the current billing rate of \$100/hour. Individual banks hours are available 10 hours to \$1,000, 20 hours at \$1,800 and 30 hours at \$2,400. A bank of hours should be used within the term of 12 months since the moment of purchase. For applications requiring a displacement at least 2 hours work is required. We reserve the right to demand early repayment of travel expenses estimated based on 1\$/km.

First Bit Canada is not responsible for updates or technical support software from other vendors. The customer is responsible for its own technical environment that includes hardware, such as printers, modems, cables, workstations, servers, etc. and software from other vendors, including standard operating systems (Windows, SQL Server).

CUSTOMIZING THE SOFTWARE

All requests for custom changes will be billed at \$125/hour and will be supported in the current version of the software.

TRAINING

First Bit Canada requires two weeks in advance to schedule on-site training (subject to availability). Training sessions are provided on site for a minimum of 4 hours (including travel time) and increase in increments of 30 minutes.

Any additional training not covered by the contract of sale will be charged at \$ 100 / hour.

CUSTOMERS WITHOUT A SERVICE CONTRACT

If a customer decides not to renew his contract of service, and at a later date requires a technical support or upgrades First Bit Canada will charge based on the number of months without a contract at 15 % (annualized) of the value of the software up to ½ the price of software.

We will require full payment of the invoice above before restoring service contract.

We reserve the right to refuse to return the client to the current version if the customer has been without a service contract valid for three (3) years.

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This Technical Support Policy comes into force on September 1, 2013 and applies to software FirstBIT DispatchMax. It describes the services we provide to our customers covered by service contracts in force. We reserve the right to change this policy with 30 days' notice.