

Consulting & Support Services Terms and Conditions

Effective: January 1, 2010

Technical Support is available either by way of an Annual Contract or on an Ad Hoc basis. **Please see the attached 'Technical Support Matrix' for further details.**

Requesting Technical Support:

When requesting technical support, please do not contact individual consultants directly. They may be busy assisting another client and/or unavailable to review email or voicemail messages. Messages left for an individual consultant may delay our response to your issue.

If you require assistance during regular business hours please call the office nearest you, or by calling our national toll free number at 1.888.534.4344, or by emailing support@accsysolutions.com, either way will reach our Adagio Help Desk.

If you require assistance outside of our regular hours of operation we will be happy to assist only by prior arrangement. Consulting services provided outside of regular hours will be charged out at 1.25 times our regular consulting fee subject to a 2.0 hour minimum charge plus travel if applicable.

If you require emergency assistance, a technician will be made available as soon as possible during regular business hours. Emergency consulting service will be charged out at 1.25 times our regular consulting fee subject to a minimum charge of 1.0 hours for online service or 2.0 hours plus travel for onsite service.

If you require a technician to be on standby after regular hours then prior arrangement must be made and a standby fee is applicable. Our standby fee is 50% of our regular hourly rate. The minimum standby time is 2 hours, however arrangements can be made for as many hours as you require. If the Technician is called for support then our regular consulting fee will apply for the time required to deliver support.

Response Time:

We cannot guarantee response times due to unknown call volumes and the nature of individual calls, however we will contact you within the specific time frame specified in our support plans.

Regular Consulting Services:

Regular consulting services are available on either an hourly or fixed fee basis.

We are happy to book appointments for the first mutually convenient time. **Typically a minimum of 3 business days notice is required to schedule an appointment for Regular Consulting Services.**

Hours of Operation:

In each time zone that we maintain an office our regular hours of operation are from 8:30AM to 5:00PM Monday through Friday, except holidays.

Billing:

All prices quoted are subject to applicable taxes.

All services are subject to a minimum charge of 0.4 hours, 1.0 if services are delivered onsite. All onsite visits are subject to a charge for travel time at 50% of our regular consulting rate plus mileage.

Payment for all Consulting Services is 'Due Upon Receipt of Invoice'.

Payment for all Database Repairs is 'Due and payable upon completion'.

Invoices not paid promptly will be subject to an interest charge of 1.5% per month (19.6% annually) and the account will be considered past due. Past due accounts will be placed on hold until paid in full.

For your convenience we accept Visa and MasterCard. Payments by credit card for Consulting Services must be made at the time Consulting Services are rendered.

AccSys Solutions Inc.

Surrey:

401 - 19292 60th Ave.
Surrey, BC V3S 3M2
Tel: **604.534.4344**
Or: 1.888.534.4344
Fax: 604.534.4385

Kelowna:

210 - 347 Leon Ave.
Kelowna, BC V1Y 8C7
Tel: **250.763.1732**
Or: 1.888.534.4344
Fax: 250.861.4247

Regina:

300 - 1914 Hamilton St.
Regina, SK S4P 3N6
Tel: **306.586.4344**
Or: 1.888.534.4344
Fax: 306.352.4110

Winnipeg:

700 - 177 Lombard Ave.
Winnipeg, MB R3B 0W5
Tel: **204.944.0302**
Or: 1.888.534.4344
Fax: 204.957.0762

On the Web:

www.accsysolutions.com

Technical Support:

Surrey: 604.534.4344
Kelowna: 250.763.1732
Regina: 306.586.4344
Winnipeg: 204.944.0302
Toll Free: 1.888.534.4344
Fax: 1.888.740.2954



AccSys Solutions Inc

Technical Support Matrix

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	Annual Contract	Ad Hoc
Technical Support - routine telephone, email, and online	Fixed Annual Fee	Hourly Rate
Response time for a technician to review your issue (Business Hours)	Next available, maximum 2 hrs	Maximum 2 hrs
Troubleshooting program issues including working with developer to expedite resolution	Included	Hourly Rate
Proactive monitoring of Service Packs and Hot Fixes released as they apply to you	Included	Not available
Installation of all Service Packs and Hot Fixes	Included	Hourly Rate
Adagio Training Conferences & Events	20% off	No discount
Score - Adagio Newsletter	Mailed Quarterly	Mailed Quarterly
Technologist - Newsletter for Accountants	Mailed Quarterly	On website, no notice
Technical Bulletins - Issues of immediate concern to Adagio users	Emailed when issued	On website, no notice
Year End Procedure Review	Included	Hourly Rate
DataCare monitoring	Included	Not available
Resolution of errors fixable with the Adagio Rebuild function	Included	Hourly Rate
Online connection fee	Included	Included
Downloading your data to our server for testing, when required	Included	Hourly Rate
Regular Consulting	Hourly or Fixed Price	Hourly or Fixed Price

DataCare monitoring:

DataCare is setup to run overnight. If the data integrity check passes then you will receive a Pass email notification. If the data integrity check fails then both you and our Help Desk will receive a Fail email notification. AccSys Solution will treat all such Failed emails as a new Technical Support issue.

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Annual Contracts:

This is our single price all inclusive Technical Support solution that eliminates the need to bill you every time service is delivered.

Prior to entering into a new Annual Contract AccSys Solutions Inc may request that all service packs be installed and that DataCare be setup for monitoring. This work would be completed on a Regular Consulting basis.

Technical support annual contracts are available for all Adagio and Adagio Third-party add-ons on current upgrade plans sold directly by AccSys Solutions. Modules such as Paymate, PayDirt, RF Pathways, Virtual Vendor, and EdiSoft EDI are supported directly by the developer and support is included in annual fees charged by the developer. We would be happy to assist you with these modules and custom solutions on an Ad Hoc basis.

Ad Hoc:

This is our traditional technical support process. We charge on a Time & Material basis, you only need to pay for the support requested. Every issue is unique, therefore all time required to resolve each issue is chargeable.

Most routine technical support issues are charged out at our lowest rate, currently \$150/hour. Certain tasks, including supporting modules with low install rates, troubleshooting issues created by others, and system or requirement reviews, can only be completed by a senior consultant at a higher hourly rate.

Technical Support does not include:

Technical Support does not include regular consulting for such tasks as; onsite services, implementing new modules, installing upgrades, installing Adagio on new workstations or servers, training, reconciling sub-ledger errors, creating new or major changes (> 0.3 hour) to form specifications, Crystal reports, or GridView's, customizations, creating import files and templates, or database repairs. This list is not intended to be all inclusive.

Please note the following;

AccSys Solutions Inc must be your dealer of record.

Prices shown are for current versions and one version back only. Older versions and discontinued Adagio modules are subject to a 25% surcharge. A Technical Support Annual Contract is not available for older versions or discontinued modules.

All services are provided on the assumption that you have made a full backup of your data within the last 24 hours that can be restored in a normal manner. Our liability is limited to assisting with the restore of this backup.

Your cooperation is paramount to our ability to provide efficient and effective technical support. Please ensure that we can reach you when we respond to your issue.

Prices and terms are subject to change.