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## Customer Support Policy for *Non-Billable* and *Billable* Time

Management Software has unbundled our Customer Support services for our current clients so that every JobOrder client can specify the exact Customer Support services they require.

In order to be eligible for Customer Support, each customer must maintain an active JobOrder **Software Update Contract**, which provides you with all major and minor updates to JobOrder and to our database language, 4D, for one year or longer. Please see our Software Update Contract document for more information.

In addition to the Software Update Contract, please either purchase a Customer Support Contract or provide an open Purchase Order number for billable support time. We will bill time against your Customer Support Contract or your open Purchase Order only when appropriate.

If you choose a Customer Support Contract, we will email a monthly Support Contract Status report showing how much time has been used and how much time remains.

We provide multiple levels of Customer Support, both non-billable and billable:

Non-billable: Problem reports emailed to **support@joborder.com**

Non-billable: Feature requests emailed to **support@joborder.com**

Non-billable: Short, straightforward email questions or telephone calls under 5 minutes long with clear answers.

Non-billable: Minor changes to JobOrder forms or fields.

Billable: Long telephone conversations or email responses.

Billable: Custom forms programming.

Billable: Custom programming for specific enhancements requested and authorized by customer.

Billable: Training at customer site or GoToMeeting classes over the Internet.

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## Non-Billable Time

Because some problem reports and some feature requests are not an “urgent” priority, we have established a non-billable email address to deal with low priority questions.

Problem reports emailed to **support@joborder.com**, and feature requests emailed to **support@joborder.com** will be handled on a “time available” basis. If Management Software determines that a problem reported to **support@joborder.com** affects a major process in JobOrder, problem resolution efforts will escalate to our highest priority response level. When issues are resolved or completed, an email reply will be sent to the requestor at no charge.

Time spent investigating and solving problem reports emailed to **support@joborder.com** is not billable. Except for the billable time explicitly described below, time spent programming in JobOrder to resolve problems reported by JobOrder clients is not billable.

Time spent programming feature requests emailed to **support@joborder.com** is not billable. All new features added to JobOrder are described in the *New Features* document updated with each release of JobOrder.

Reasonable conversations requesting price quotations for future paid enhancements to JobOrder are not billable to our customers or resellers. If the time required to prepare a price quotation will be more than 30 minutes, we will quote a fixed price estimate to develop the specifications and bid document.

*Please Note:* If a problem cannot be reproduced or if a feature request requires elaboration, all telephone conversations and emails about these subjects will be billable under our normal Customer Support terms described below. **If you are not sure if your report or request will be considered billable, please contact Brandon Regard at Management Software for clarification via phone at 800.734.9143, extension 17, or via email to brandon\_regard@joborder.com.**

Minor changes to JobOrder forms or fields are non-billable if they don’t interfere with form appearance or function, provided a current Software Update Contract is active.

## Billable Time

If the telephone conversation or email writing time exceeds five (5) minutes, all time spent by our **Customer Support** staff on the telephone or responding to

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emails about the following topics are billable:

- Customer Support Questions
- Feature Requests
- Implementation Questions
- Hardware or Networking Questions
- Problem Reports
- Training Questions

When problems are reported via telephone or email directly to Customer Support, these problem reports receive our highest priority response and remain active until resolved.

### **Option One for Customer Support Time prepaid**

Customer Support time can be purchased in advance in blocks of 10 hours, 50 hours, 100 hours, or 250 hours, which do not expire until used. Customer Support time is subtracted from your Customer Support Contract by the minute as time is used.

### **Option Two for Customer Support Time with open Purchase Order**

Customer Support time will be billed monthly on your open Purchase Order when time used exceeds one hour or is unbilled for more than three (3) months.

### **Please let us know your preferred method of billing.**

Whenever appropriate, we will quote custom programming on a fixed-price basis after approval of specifications. Authorized custom programming time will be billed on an hourly basis if a fixed price has not been previously quoted. Problem-solving time and additional programming time on previously authorized hourly custom programming work is billable.

Custom Forms design and programming are billable, either with a fixed fee for new forms, or on an hourly basis for modifying existing forms.

Non-billable feature requests are programmed according to Management Software's priorities. The priority for a specific feature can always be escalated if the client is willing to contribute to the development costs.

*Customer Support Hours* are from Monday through Friday, 9:00 AM through 5:00 PM, Eastern Time.

This document may be updated at any time to reflect improvements and changes in our Customer Support Policy. Please check with your JobOrder representative for the latest edition.

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