

Schedule A

HARRIS

Software Support Agreement
Standard Guidelines

Purpose

The purpose of this document is to provide our customers with information on our standard coverage, the services which are included as part of your annual software support, a listing of call priorities, an outline of our escalation procedures, details on our current service rates. This document will serve as a guideline for the support department but may be superseded by an existing, signed software support contract where applicable.

Harris reserves the right to make modifications to this document as required.

Standard Support and Maintenance Services

The services listed below are services that are included as part of your software support contract.

- 800 Telephone support
- Software for Life
- "On Call" after hours support (Scheduled assistance for installations, upgrades & other special projects, there may be charges depending on the scope of work)
- Technical troubleshooting
- E-mail support call logging and notification
- Free Harris e-Support access 24 x 7 with the following on-line benefits:
 - Log & close calls
 - View & update calls
 - Update contact information
 - Access published documentation
 - Access available downloads
 - Access Support knowledge base
 - Participate in Discussion Forums
- Standard software releases and updates
 - Defect corrections (as warranted)
 - Planned enhancements
 - Payroll regulated changes
 - Release notes
- Limited training questions (15 minutes)
- Database tuning / optimization
- Customer Care Program
 - Quarterly News Letter with support tips
 - Technical support bulletins
 - Communication on new products and services
- Outstanding Calls Report with conference call as required
- Design review for potential enhancements or custom modifications
- Invitation to annual Customer Conference

Billable Support Services

The services listed below are services that are outside the scope of your software support contract and are therefore considered billable services:

- Extended telephone training
- Forms redesign or creation
- Setup & changes to handheld interface or creation of new interface
- Setup of new services or changes to services (PAP, ACH, etc)
- File imports/exports - Interfaces to other applications
- Setting up test areas, database refreshes, backups, restores
- Setup of new printers, printer setup changes
- Custom modifications (reports, bills, forms, software customizations)
- Reversal of custom code
- Setting up new General Ledgers
- Data conversions / global modification to setup table data
- Integrity issues due to database updates by non-Harris personnel
- Hardware & Operating System support
- Upgrades of third party software
- Installations / re-installations (workstations, servers)

Rates

Our current standard hourly rate is \$150.00 / hour. Rates are subject to change on an annual basis, quotations will be provided for all billable services.

Our rates for *non-maintenance* clients are as follows:

\$500.00 / Call (Provides ability to log a support call & includes 1st hour)

\$300.00 / each subsequent hour (for the same issue)

HelpDesk Hours

Our standard hours of support across all product lines, are from 8:30 a.m. EST to 8:00 p.m. EST, Monday to Friday, excluding the following designated statutory holidays.

Response Times

Response times will vary and are dependant on the priority of the call. We do our best to ensure that we deal with incoming calls in the order that they are received, however calls will be escalated based on the urgency of the issue reported. Our response times are as follows:

Priority 1: 1 - 4 hours
Priority 2: 1 - 8 hours
Priority 3: 1 - 24 hours

Holiday Schedule

Below is a listing of US Statutory Holidays. Please note that our US offices will be closed on designated days as outlined below. However, our call center will remain open in some cases to receive incoming calls where noted.

New Year's Day	Closed
Memorial Day	Closed
Fourth of July	Closed
Labor Day	Closed
Veterans Day	Closed (Call Center open)
Thanksgiving Day	Closed
Day After Thanksgiving	Closed (Call Center open)
Christmas Day	Closed
Boxing Day (December 26 th)	Closed (Call Center open)

Call Priorities

In an effort to assign our resources to incoming calls as effectively as possible, Harris has identified three types of call priorities, 1, 2 & 3. A Priority 1 call is deemed by our support staff to be an Urgent or High Priority call, Priority 2 is classified as a Medium Priority and Priority 3 is deemed to be a Low Priority. The criteria used to establish guidelines for these calls are as follows:

Priority 1 – High

- System Down (HW, OS, Database, Application)
- Inability to process Payroll checks
- Inability to process Accounts Payable checks
- Inability to process bills
- Program errors without workarounds
- Incorrect calculation errors impacting a majority of records
- Aborted postings or error messages preventing data integration and update
- Performance issues of severe nature impacting critical processes
- Hand-held interface issues preventing billing

Priority 2 - Medium

- System errors that have workarounds
- Calculation errors impacting a minority of records
- Reports calculation issues
- Printer related issues (related to interfaces with our software and not the printer itself)
- Security issues
- HH issues not preventing billing
- Performance issues not impacting critical processes
- Usability issues
- Workstation connectivity issues (WS specific)

Priority 3 - Low

- Report formatting issues
- Training questions, how to, or implementing new processes
- Aesthetic issues
- Issues with workarounds for large majority of accounts
- Recommendations for enhancements on system changes
- Questions on documentation

Call Process

All issues or questions reported to Support Services are tracked via a Support Call, our analysts can not provide assistance unless a support call is logged. Our current process for logging calls is as follows.

Place a support call through one of the following methods:

- 1) e-Support at <http://support.harriscomputer.com>
- 2) Email to: support@harriscomputer.com
- 3) Phone to: 866-450-6696
- 4) Fax to: 613-226-3377

- Your call must contain: Your company name, contact person, software product & version, module and/or menu selection, nature of issue, detailed description of your question or issue, Batch #, Journal #, Account # (if applicable) support call reference # (See Customer Log Form)
- Harris e-Support or the Support Coordinator will provide you with a Call ID to track your issue and your call will be logged into our support tracking database (e-FrontOffice).
- Your call will be stored in a queue and the first available support representative will be assigned to deal with your issue.
- As the support representative assigned to your call investigates your issue, you will be contacted and advised as to where the issue stands and the course of action that will be taken for resolution. If we require additional information, you will be contacted by the assigned support representative to supply the information required.
- All correspondence and actions associated with your call will be tracked against the call in our support database. At any time, log onto e-Support to see the status of your call.
- Once your issue has been resolved, you will receive an automated notification by email that your call has been closed. This email will contain the entire event history of the call from the time the call was created leading up to the resolution of the call. You also have the option of viewing both your open and closed calls on-line through e-Support.
- If the issue needs to be escalated to a programmer, your issue will be logged into our Development database and you will be provided with a Tracker # to track the progress of your development issue. At this time, your support call will be closed and the Tracker # provided will become your new reference #, your Tracker will remain open until your issue has been completely resolved. Issues escalated to Development will be scheduled for resolution and may not be resolved immediately depending on the nature and complexity of the issue.
- Contact the support department at your convenience for a status update on your Development Tracker, or log onto e-Support to view your Trackers on-line.

Connection Methods

To ensure we can effectively support our clients, we ask that a communication link is established and maintained between our two sites. It is the client's responsibility to ensure the connection is valid at your location so that Harris can connect to your site and resolve the issue at hand. Our supported methods of connection are:

- PC Anywhere (#1 Recommended Method)
- VPN
- RAS
- Direct Connection (Modem)
- Remote Desktop Connection

Maintenance Contract Pricing

In order to keep pace with the increasing cost of doing business within the industry (including but not limited to: increased overhead costs, staff salaries, etc.) Harris Computer Systems, as a standard practice, reviews the software maintenance contracts of all clients every year. In light of the aforementioned, Harris reserves the right to raise annual maintenance charges in accordance with the increased costs that we incur. Such costs may vary within any given year. Customer acknowledges these outlined variances and reserves the right to discuss any questions or concerns about their respective contract(s) with members of the Harris Computer Systems management team.

