



Cornerstone Global Services, Inc.

5550 West Executive Drive Ste #240

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TECHNICAL SUPPORT AGREEMENT

This agreement is for the purpose of defining the terms and conditions under which Technical Support will be provided by Cornerstone Global Services Inc. (CGS) to the undersigned company or organization for support of new or previously installed software products.

***Technical Support**

CGS will provide network and technical support for all hardware and software products for a standard fee of \$185 per hour for all time involved from the time a technician answers the call. The *minimum* telephone support charge is 15 minutes and the *minimum* onsite support charge is 1 hour. Due to the fact that we must service our Premium Technical Support contract customers as a priority, a technician may not be available at the time of the initial call. In keeping with similar support programs offered by most software manufacturers, the call back from CGS could take as much as 3 to 5 days.

***PREMIUM Technical Support**

CGS will provide Premium Technical Support for a fee. The fee for any of the below listed software products is based upon the minimum PRE -PAID purchase of at least 10 hours at the rates listed below. This allows the undersigned company or organization to be able to call CGS's Technical Support Department and receive assistance *immediately* if a technician is available or a call back from a technician within an average of four (4) hours if one is not available at the time the call is placed. In the event of a total system failure, the undersigned company or organization may indicate such to the receptionist, and be given priority service and/or a call-back within one hour. If the technician handling the call is unable to solve the problem over the phone, or if it is deemed necessary, a technician may be dispatched to the undersigned company or organization location, under this agreement. Support charges shall be accrued from the time the technician leaves the CGS office and will continue until the technician returns. The *minimum* onsite charge is 1 hour. The only additional fees incurred may be the cost of out -of-pocket expenses incurred if travel is required outside the Tampa Bay area. All support calls placed to CGS will begin to accrue against the pre-paid support time beginning when a support technician answers the call and will be charged in fifteen (15) minute increments.

***PRE-PAID Support**

	RATE	PRE-PAID CONTRACT RATE
Senior Management	\$225 p/hr	\$225 p/hr
Senior Programming Staff	\$225 p/hr	\$165 p/hr
Senior Technical Staff	\$225 p/hr	\$165 p/hr
Programming Staff	\$185 p/hr	\$165 p/hr
Technical Staff	\$185 p/hr	\$165 p/hr
Training Staff	\$185 p/hr	\$165 p/hr
Support Staff	\$185 p/hr	\$165 p/hr

***SAP PRE-PAID Support**

	RATE	PRE-PAID CONTRACT RATE
Support	\$225 p/hr	\$185 p/hr



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Please NOTE: Support for your Operating System is also included in this agreement. Any and all time required for such support is applied against the term of this agreement.

***REMOTE Control and Support**

This option is available to save fees pertaining to ONSITE VISITS. Many operations for the undersigned company can be performed remotely (as opposed to onsite at a client's physical location) via a modem and a Remote Control software package such as Symantec pcAnywhere32©, Citrix©, or Microsoft Terminal Services. The *minimum* remote support charge is 15 minutes. All long distance charges will be billed at cost each month. The undersigned company or organization is required to have, at a minimum, a 56.600 Baud modem or a Cable Modem/DSL connection, if possible, and remote control software as described above.

STANDARD RULES AND LIMITATIONS TERMS OF AGREEMENT

This agreement is for an unlimited period of time based upon the support option chosen and begins from the date this agreement is signed. Unless revoked in writing at least 30 days from the termination of this agreement, it will renew for an equal period upon expiration. Any outstanding invoices more than *10 days past due* shall result in a suspension of further services and an increase to the standard rate per hour currently in effect. Hours are available until used. Refunds are not issued for unused technical support hours.

Hours of Operation

CGS's Technical Support Department operating hours are 8:00am to 5:00pm Eastern Standard Time. Calls may be placed to CGS's Technical Reception Desk during these times. Calls coming into our office before 3:00pm EST will be returned the same day if possible (*due to time limitations they may be returned after 5:00pm EST or by 10:30am EST the next business day*). A 24-hour support agreement is available to PREMIUM SUPPORT clients for double the listed rates.

Accounting Practice Limitation

CGS does not teach accounting or accounting principles. If applicable, it is recommended that the person(s) who will be operating your accounting software be at minimum, familiar with the basics of bookkeeping. If this person(s) does not have bookkeeping experience, we recommend that they attend a beginner accounting course at a local university or technical school prior to operating the software. CGS does not issue opinions on accounting rules, principles or transactions. Contact your C.P.A. for any questions concerning these matters.

Time/Volume of Calls

This agreement and price structure is based on the AVERAGE requirement for support. We expect that during the first 4 to 6 weeks of use, the volume and length of calls will be much greater than that in the following weeks and months. CGS reserves the right to reduce or increase the rates of this agreement for subsequent agreements.

Assignment of Designated Contacts

The person signing this contract should state the name of the person(s) who will be the designated contact(s) at the time this agreement is signed. The designated contact within the undersigned company or organization may be changed if necessary.

Upgrades

Most software manufacturers regularly upgrade their products to meet changes in rules and practices as well as to provide new features. It is CGS's policy to support out -of-production releases of those software products for a period of six (6) months following the release of a new version of the software. A surcharge may apply after this period to continue support of out -of-date software.

Support for Custom Software Modifications

Technical Support for custom programming provided by CGS is included under this agreement and is subject to the standard rules and limitations as stated herein.



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Unresolved Calls

Not all calls can be resolved while the technician is on the phone. Some calls require testing and/or assistance from our programming department or the software manufacturer to resolve. CGS will keep the designated contact person updated as to the status of the open call if the problem cannot be resolved while on the phone with the technician. CGS purchases a Premium Dealer Support Plan from most manufacturers for use by its technicians. Should the CGS Technician be unable to resolve the problem, CGS will log a call to the manufacturer for the next available technician. All open calls will be jointly worked on by CGS and the product manufacturer.

Products Supported:

Special Conditions:

TOTAL HOURS: _____ @ per hour \$ _____ Total \$ _____ Check Number: _____

I (We) accept the terms and conditions of Cornerstone Global Service's Technical Support agreement:

Cornerstone Global Services, Inc.

Contract Date

Company Name

Company Representative (Signed)

Designated Contact (1)

Company Representative (Signed)

Designated Contact (2)