



RWME-SP Technical Support Plan Agreement

Sensorsoft Corporation
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Agreement #		Start Date	
Customer Name		Expiry Date	
Product	RWME-SP	License Node Limit	

Agreement Benefits:

The Remote Watchman Enterprise Technical Support Plan Agreement (RWME-SP) spans a 24 month period and consists of the following benefits:

- Six (6) technical support incidents
- Remote Watchman Enterprise maintenance releases when available
- Remote Watchman Enterprise upgrades when available

This support agreement is primarily for use by your technical administrator contact persons as you provide below. If you want us to provide support to another person or an end user, you must notify us in each case.

Should your 24 month service period expire before you have received all benefits of the agreement the remainder of the benefits will become null and void. The 24 month period will begin when payment has been received. Support will not be provided until payment has been received. Sensorsoft's 30 day money back guarantee does not apply to this support agreement.

Definition of a Technical Support Incident:

The term "Technical Support Incident" is defined as a single issue or problem that Sensorsoft's Support Technician will analyze and or resolve via email or telephone. Sensorsoft Corporation will notify you when you have only one technical support incident remaining. Idle technical support incidents where customer does not respond further, will close after 30 days.

Definition of Maintenance Release:

A maintenance release corrects an existing problem with the software. In most cases it does not add new features to the software. Sensorsoft Corporation will contact you when a Remote Watchman Enterprise maintenance release becomes available.

Definition of an Upgrade:

An upgrade adds new features and corrects existing problems with the software. Sensorsoft Corporation will contact you when a Remote Watchman Enterprise upgrade becomes available.

Service Availability/Response Time:

Sensorsoft Support is available weekdays from 9:00 am to 6:00 pm EST (Eastern Standard Time). Service availability may deviate from hours stated due to events beyond our control. Sensorsoft Corporation will respond to your inquiry within one business day.

Renewal of Agreement:

If the customer elects to renew this agreement prior to or after expiry of this agreement, they may do so with written notice and payment of the current RWME-SP subscription fee. Upon renewal, the terms and conditions of this agreement will apply.

Your Technical Administrator Contact Persons:

The benefits of the RWME-SP support agreement are provided to two contact persons within your organization. You may change the contact persons once during the term of the agreement. Please specify your contact persons below.

Name	
Phone Number(s)	
Email	

Name	
Phone Number(s)	
Email	

These persons will also receive an email notice when a new version upgrade or maintenance release of the software is available.

Before contacting Sensorsoft Technical Support:

Please ensure that you have gone through the “Troubleshooting Guide” section of your Remote Watchman Enterprise User’s Manual. Even if a direct answer to your question is not found there, it will be helpful for the support technician if you are able to provide information obtained from the diagnostic and troubleshooting process. Please ensure the problem is directly related to the Sensorsoft Remote Watchman Enterprise software.

By following the above protocol Sensorsoft can ensure that your support issue is dealt with quickly and efficiently.

Payment:

Payment terms are prepayment with credit card, cheque or electronic transfer. Support will not be provided until payment has been received. Please complete the following if you would like the subscription fee to appear on your credit card.

VISA or MasterCard Number	
Name(s) on Card	
Card Expiry Date	
Subscription Fee	\$329.00 US

Billing of your credit card is a one time event. This agreement DOES NOT renew automatically.

Limitation of Liability and Damages:

Sensorsoft Corporation reserves the right to terminate this agreement in the event that the service is being used in an unreasonable, excessive, abusive or fraudulent manner. In no event shall Sensorsoft Corporation be liable for any incidental, indirect or consequential damages of any kind, including, without limitation, those resulting from loss of use, data or profits, whether or not advised of the possibility of such damage, and on any theory of liability, arising out of or in connection with the use or performance of the services and information provided.

By signing this document you have agreed to the above terms and conditions.

Signature:

Name of Signatory:

Date: