

Sensorsoft Corporation

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Email: support@sensorsoft.com Web: www.sensorsoft.com

Product Code:	RWME-SP
Agreement No:	
Customer:	

Agreement Benefits:

The Remote Watchman Enterprise Technical Support Agreement spans a 12 month period and consists of the following benefits:

- Six technical support incidents
- Remote Watchman Enterprise Maintenance releases when available
- One Remote Watchman Enterprise upgrade when available

In the event that your support agreement is purchased at the time of your software license, Sensorsoft Corporation will add the incidents provided with the software license to this agreement.

Should your 12 month period expire before you have received all benefits of the agreement the remainder of the benefits will become null and void. The 12 month period will begin when payment has been received and end one year from payment date. 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 an Incident:

A support incident consists of a telephone call or an email. The term 'incident' is defined as a single issue or problem that Sensorsoft's Support Technician will analyze or resolve. Sensorsoft Corporation will notify you when you have one support incident remaining. Idle 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 to your existing software. Sensorsoft Corporation will contact you when a Remote Watchman Enterprise upgrade becomes available. In the event that more than one software upgrade is released during the agreement period you may purchase the additional upgrades at a cost as set by Sensorsoft Corporation.

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 Canadian Holidays and 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 RWME-SP subscription fee. Upon renewal, the terms and conditions of this agreement will apply. The expiry date of the renewed agreement will then be one year from the date of the renewal payment.

Contact Person:

The RWME-SP support package is specific to a single contact person within your organization. You may change the contact person once during the term of the agreement. Please specify your contact person below.

Contact Name: _____ Telephone No: _____
Email Address: _____ Fax No: _____

Before contacting Sensorsoft Technical Support:

Please ensure that you have gone through the “Troubleshooting Guide” section of your Remote Watchman Enterprise User 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 format Sensorsoft can ensure that your support issue is dealt with quickly and efficiently.

Payment:

Payment terms are credit card or prepayment with cheque. Please note that if you chose to pay with a cheque, support will not be provided until payment has been received.

Please complete the following if you would like the charge to appear on your credit card.

Visa / MC #: _____ Expiry: _____
Name (s) on Card: _____

The current price of the RWME-SP agreement is as listed on the Sensorsoft's website.

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 read, and agree to the above terms and conditions.

Signature: _____ Date: _____