

# Online Support Agreement



Thank you for purchasing support from Microtronix. We endeavour to provide you with a level of service based on timeliness of response and access to expert assistance. This agreement outlines the service expectations and requirements.

<b>Company Name and Address</b> XYZ Company Street Address City, State/Prov. ZIP Code	<b>Main Contact Person</b> Name: Joe Who Phone: xxx-yyy-zzzz Email:
Hours Purchased:	Hourly Rate: N/A
Login name:	Login password:

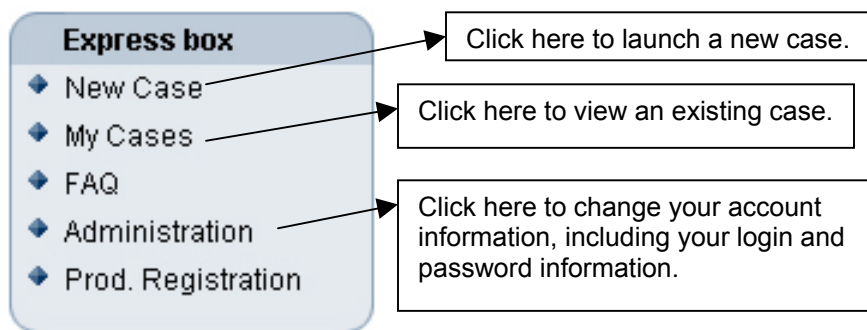
## Introduction

This 1-year contract provides for additional technical support hours (specified above) to resolve – via phone or email – technical engineering issues with use of product in the targeted customer’s application. Microtronix endeavours to provide customers with a level of service based on timeliness of response and access to expert assistance. This document outlines the Terms and Conditions and also clarifies the expectations for delivery of the service.

## Using Microtronix Support – Terms and Conditions

1. Any person from your company who has access to the login name and password may contact support. Please list additional users in the space provided below.
2. Phone support is a premium service. It is charged per use at a minimum of one half (½) hour, and additional fifteen (15) minute increments thereafter, at the discretion of Microtronix.
3. Email support is charged per use at a minimum of fifteen (15) minutes, and additional fifteen (15) minute increments thereafter, at the discretion of Microtronix.
4. Cases are entered at the following web address, using the above login information:

<http://support.microtronix.com>



5. Microtronix offers no guarantee that we will be able to fix any particular issue, however we will make our best efforts to do so in the time allowed. Engineers will be assigned based on required skills.
6. When a case is expected to use over four hours, or has used four hours, we will notify you for approval to proceed or continue. The customer gives unconditional permission to Microtronix to use up to four hours for any given case without prior approval.

7. Cases will only be accepted when entered into our online support system. Microtronix will respond via the online system or by a call back, at our discretion, depending on the nature of the problem submitted. Engineers will be assigned based on required skills.
8. Customers can use the allotted time for hardware and / or software assistance.
9. Microtronix guarantees that we will start working on your case the same business day (EST) where feasible. However, due to the nature of support cases we cannot guarantee a time to resolution. We will make best efforts to inform the customer of an expected resolution time where possible.
10. Microtronix assumes no liability whatsoever for proposed resolutions or fixes.
11. Support hours expire one year from date of first use. Hour blocks can be purchased at any time at the standard rates. Support hours will not be refunded.

## Additional Users

The customer is responsible for maintaining the security of their login name and password. Please list any additional users that will be using our system (they will still use the company login and password).

COMPANY	NAME	CONTACT INFORMATION

## Acceptance Agreement

On behalf of the Customer the undersigned agrees to the above terms and conditions of using this support service.

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Signed:

Printed Name:

Date:

Microtronix agrees to use best efforts to provide a satisfactory level of service in accordance with the terms and conditions listed above.

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Signed:

Printed Name:

Date: