

## Platinum Engineering Services Contract Terms and Conditions

### COMPANY INFORMATION

Company Name and Address	Main Technical Contact Person
	<b>Company:</b>
	<b>Contact:</b>
	<b>Email:</b>
	<b>Phone:</b>
	<b>Cell:</b>
<b>Contact:</b>	<b>FAX:</b>

### CONTRACT INFORMATION

<b>Date Purchased:</b>	March 5, 2007	<b>Hours Purchased:</b>	
<b>Contract No:</b>	#2	<b>Hourly Rate:</b>	
<b>Support By:</b>	Via email and phone. On-site support is included.		
<b>Service Description:</b>	This platinum contract provides for hardware or software Engineering Design, Development or Consulting Services on a front-of-line basis.		

### Introduction

This is a 30-day Platinum Engineering Services Contract provides for the engineering services hours (specified above) to; resolve – via phone, email or in special circumstances, on-site – technical engineering issues, develop custom hardware or software solutions, or to provide engineering consulting services to resolve customer problems.

Microtronix endeavours to provide Platinum customers with a front-of-the-line level of service based on timeliness of response and access to premier senior design specialists. This document outlines the Terms and Conditions and also clarifies the expectations for delivery of the service.

### Using Engineering Services Hours

1. Engineering services will be provided as directed by the main technical contact person from your company. Additional users may be added as required in the table provided below.
2. Engineering design or development work is a premium service. It is charged at a minimum of one (1) hour increments, and additional one half (½) hour increments thereafter, at the discretion of Microtronix.
3. Phone support is charged per use at a minimum of one half (½) hour, and additional fifteen (15) minute increments thereafter, at the discretion of Microtronix.
4. 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.
5. Engineering design or development work is charged at a minimum of one (1) hour increments, and additional one half (½) hour increments thereafter, at the discretion of Microtronix.
6. 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.

