

November 18, 2010

PageR Enterprise™ Software Support Policies

- 1) Software support for PageR Enterprise is provided pursuant to the terms of the PageR Enterprise License Agreement as published by CPL Systems Ltd. This document states additional terms and conditions imposed by Software Devices LLC.
- 2) Software support is provided on a “best effort” basis. No warranty is provided as per the License Agreement.
- 3) Initial incident response time is best effort, typically next business day. Operating hours are Monday through Friday, 8am to 5pm Pacific time.
- 4) Software support is charged on an annual basis. Prorated support is not available.
- 5) Time and materials support is available at \$100 per hour, one hour minimum per incident. A credit card or purchase order is required to start a T&M incident.
- 6) Invoice payment terms are net 30 days. Software Devices does not recognize arbitrary modification of payment terms by the customer. If a customer does not pay in 30 days, support will be suspended until payment is made. Customers that pay on longer payment cycles such as 45 days, will be subject to the same suspension until payment is made. If payment is not made on time, you may be required to pay by credit card your next renewal.
- 7) Payment by credit card will be charged a \$20 convenience fee.
- 8) These terms and conditions are subject to change without notice.