

2009 iExtensions CRM Support Programs

Benefits	Standard	Premiere	Elite
Access to technical support via email	Yes	Yes	Yes
Live Support Hotline available from 8:30AM – 5:30PM Eastern Time	Yes	Yes	Yes
Real time access to our Knowledgebase	Yes	Yes	Yes
Access to iEnterprises Resource Center	Yes	Yes	Yes
Web-based screen share troubleshooting, as needed	Yes	Yes	Yes
Cumulative hours of support time	18	35+ (see chart)	50+ (see chart)
Support for iExtensions version 6.30 and above	Yes	Yes	Yes
Retain replica of iExtensions databases	No	Yes	Yes
Attempt to reproduce any issue on clients replica	No	Yes	Yes
Apply patches and/or hot fixes to client replica, excluding customizations - up to 2 per year	No	No	Yes
24x7 Pager support with 1 hour call back*	No	No	Yes
Apply one upgrade per year on clients replica, excluding customizations	No	No	Yes
Support for iExtensions version 5.25 and above	No	No	Yes
Testing of customized code	No	No	Yes

*Additional charges may apply (\$750/off-hour incident)

PRICING CHART:

Standard	Premiere	Elite
25% of the current software list price annually	30% of the current software list price annually	35% of the current software list price annually
Minimum of \$2,750	Minimum of \$5,500	Minimum of \$8,250

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Chart of Premiere Hours

Licenses	Support Hours
0 - 50	35
51 - 100	40
101 - 200	45
201 - 500	55
501 - 1000	70
1001+	85

Chart of Elite Hours

Licenses	Support Hours
0 - 50	50
51 - 100	60
101 - 200	70
201 - 500	85
501 - 1000	95
1001+	110

TERMS & CONDITIONS:

1. Support payment is due on or before January 1 of the support year. Late payment may result in additional charges, including but not limited to a re-activation fee.
2. All hours must be used during the calendar year for which they are purchased.
3. Hours are not transferable.
4. There is a 15 minute minimum deduction per ticket or issue.
5. Each ticket may contain only one issue. If tickets are submitted with more than one issue, they will be broken down into multiple tickets
6. As part of the Premiere and Elite Support Programs, iEnterprises will establish and store replicas of client's iExtensions database design at no additional charge. If replication is not permitted by the client or is not practical, there will be an additional charge of two hours for each instance of uploading/downloading the client's iExtensions CRM database design.
7. Supported environments include Windows 2000, XP, 2003 and Vista with all current service packs applied, running Lotus Notes version 6.5 or higher.
8. Only specified upgrade paths are supported.
9. Issues that are not reproducible may not be supported.
10. Any customizations of the base iExtensions CRM design, even if performed under contract by iEnterprises, are not supported. The following modifications are not considered customizations:
 - a. Use of any of the standard "Custom" subforms.
 - b. Use of any configurable feature found in the iExtensions Settings database (IENConfig.nsf).
11. The terms and conditions are subject to change without notice.
12. All Support Plans are subject to the terms and conditions of the Software License Agreement (and the Exhibits thereto) to which the client previously agreed to be bound by (a copy of which can be found at www.ienterprises.com/agreement).