

## Technical Support Policy

- Regarding NFR 9000 series serial numbers, we will only provide support to the manufacturer that purchased the 9000 key.
- All technical support will be provided Monday – Friday, 9am-5pm EST, excluding holidays.
- We reserve the right to not sell technical support if we do not feel we can assist the customer in resolving their issue.
- Free technical support will be provided to an end user for a 30 day period following the purchase of a retail package. Any users that have purchased an OEM copy (software and hardware through a manufacturer) must go through the manufacturer for support first.
- If initial contact reveals a likely hardware issue and the customer is asked to send in the daughter-board and PCI card for testing, the \$30 testing fee (plus parts and return shipping if anything other than ground is requested) will apply.
- \$50 minimum fee for a single instance issue. (Example: E-mail is received by customer, short time spent reviewing problem, and solution e-mailed back that solves problem.)
- **\*\*EFFECTIVE JANUARY 1, 2009 PRICES:** All of the following prices are for maximum 15 minutes phone support per day, unlimited e-mail communication, and reasonable online VPN support.

**NOTE:** The **\$\$ You Pay** is valid ONLY if the full amount is paid in advance. Otherwise, it is \$100 per 10 days, or \$200 per month.

<u>Support Time</u>	<u>Normal Pricing</u>	<u>\$\$ Saved</u>	<u>\$\$ Per Month</u>	<u>\$\$ You Pay</u>
10 Days	\$200		\$10/day	\$100
1 Month	\$200		\$200	\$200
2 Months	\$400	\$75	\$162.50	\$325
3 Months	\$600	\$200	\$133.33	\$400
4 Months	\$800	\$275	\$131.25	\$525
5 Months	\$1000	\$375	\$125.00	\$625
6 Months	\$1200	\$500	\$116.67	\$700

- **If exclusive support is needed, it is \$100 per hour or \$700 for the day. With this support we will have one person devoted exclusively to your problem until it is solved. If onsite support is requested, the fee will be \$700 per day plus expenses such as travel, hotel, meals, etc.**
- **Please keep in mind that we are software engineers, not electrical or hardware engineers. Although our technicians have a multitude of hands on experience in many fields, the instance may occur that we cannot solve the problem. In such an instance, we can usually isolate the problem at the very least. This will not be grounds for a refund, as we will always put forth our best effort to solve the problem at hand.**