

PRIMEWEB Qwik-Tech STANDARD SUPPORT AGREEMENT

This is an agreement between:

Client Name: _____

Client Address: _____

Client Phone: _____

Client Fax: _____

Client Email: _____
(henceforth "Client")

AND

PrimeWeb

698 Hamilton Road, London, Ontario N5Z 1T6 Ph.519.451.1702

PrimeWeb agrees to provide labour support for the technology needs of the client listed above for the monthly fee in accordance with the package details set out in this agreement:

Purchasing Block Hours:

I, _____ as an authorized representative of the Client agree to pay PrimeWeb for 2 HOURS of Support or Monthly maintenance for 12 months. (circle desired package)

\$99.95 per month or Annual payment of \$1100

Start Date: _____

Term of Contract: 12 month term ending _____

Preferred Method of Payment:

- Credit Card (list below)
- Monthly Automatic Direct Debit (fill out pre-authorization form from Client bank)
- Post-dated Cheques

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Client accepts charges on the credit card listed below :

Type	Name On Card	Number	Exp.
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SERVICES

The following services are available for use as part of the package. All time is deducted from the monthly hours or banked hours. Additional hours used in any month will be billed at \$45/hr.

These services are available during our standard support business hours (8:30 am - 6:30pm Monday - Friday). After hours support is available at an additional \$10/hr.

Telephone Support

Help from a real person is always available when you call, you will receive a return call with a 2 hours.

Email Support

Help for any problem is always available via email. This is a great way to inquire about non-pressing issues or other information.

Remote Control Support (WHERE AVAILABLE)

Remote Control Support revolutionizes the way we deliver technical help to our customers. When you call in for assistance, this enables our service technicians to take control of your computer to provide you with fast, easy and secure support service.

On-Site Support

A service technician will be dispatched to your location in accordance with the urgency of the problem.

On-site support is provided after remote and telephone support services were unsuccessful. If a problem cannot be resolved remotely, a service technician will be dispatched to your location in accordance with the urgency of the problem.

Computer System Tune-Up

Is your PC acting sluggish? Do you have to reboot your computer because of errors and lockups? We will perform a checkup and various diagnostics to tweak your system and get it running at peak performance again.

Hardware & Software

PRIMEWEB will charge for any spare parts or software required. If a repair requires the supplier or 3rd party to affect a repair this cost will apply. We can in most instances provide a 10% discount off of the retail price with the purchase of the Pro Business Support Package.

BANKING PROGRAM

Hours that are not used are banked with PrimeWeb indefinitely. 1 hr = \$50 of PrimeWeb Service dollars, transferable to all other PrimeWeb services or products. They are not transferable to cash, only credit toward invoices. Customers can place the account on hold at any time and likewise, reactivate at any time.

PrimeWeb reserves the right to close accounts and pay out any existing banked hours to the Client at \$50/hr and cancel the contract from that point on.

TRANSFER

An authorized user can request hours of service be transferred to anyone of their choice at the Clients discretion.

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PRIMEWEB

Computer, Web & Graphic Services

AUTHORIZED USER LIST

The Client allows the following people to authorize service on this account:

- | | |
|-----------------|--------------|
| 1. Name: _____ | Title: _____ |
| 2. Name: _____ | Title: _____ |
| 3. Name: _____ | Title: _____ |
| 4. Name: _____ | Title: _____ |
| 5. Name: _____ | Title: _____ |
| 6. Name: _____ | Title: _____ |
| 7. Name: _____ | Title: _____ |
| 8. Name: _____ | Title: _____ |
| 9. Name: _____ | Title: _____ |
| 10. Name: _____ | Title: _____ |

OUT OF TOWN TRAVEL

Any travel required outside the City of London, will be billed at \$0.42/km.

OTHER

PrimeWeb will not be responsible for any loss of data. System Backup is the customer's responsibility.

PrimeWeb will document the date, time, invoice numbers and amount of time used.

This agreement covers labour only. Necessary parts may be purchased either through PrimeWeb or through the vendor of the clients' choice.

Client: _____ PrimeWeb: _____

Date: _____ Date: _____

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