

## End User Support - Section F

This Section incorporates by reference the Product Page entitled "Outsourced Support", "Fully Branded Support", "Process Support, and "SaaS Support".

### 1. Description of Services.

#### 1.1 Ticket Support

Touch Support Employees will respond to Help Desk (a web based email tracking and response system) requests from Customer's current clients for the purpose of providing technical support on behalf of Customer. Help Desk responses will take place at Touch Support's location and will be monitored according to the above listed schedule. Customer understands that tickets are purchased on a monthly basis and are not valid past the end of any 30-Day period.

The response time under normal conditions to any given ticket shall be no more than 45 minutes.

#### 1.2 Live Chat Support

Touch Support Employees will respond to Live Chat (a web based text chat) requests from Customer's current and potential customers for the purpose of providing technical support and answering sales related inquiries on behalf of Customer. Live Chat responses will take place at Touch Support's location and will be monitored according to the above listed schedule. Touch Support Employees will attempt to resolve every issue via Live Chat initiated in the same fashion, however, if an issue is not readily solvable during a Live Chat session, Touch Support Employees will forward Customer's client's request to Customer's Help Desk (a web based email parsing system). Customer understands that chats are purchased on a monthly basis and are not valid past the end of any 30-Day period.

#### 1.3 Phone Support

Touch Support Employees will respond to all requests initiated by current customers of Customer via telephone. Touch Support Employees will forward Customer's client's requests to Customer's Help Desk (a web based email parsing system) along with further documentation concerning such requests as well as attempt to follow any additional procedures provided by Customer. Customer understands that calls are purchased on a monthly basis and are not valid past the end of any 30-Day period.

2. Touch Support shall perform all services in accordance with the highest professional standards prevailing in the area at the time, and shall at all times attempt to serve the best interests of Customer in connection with such services, and shall advise Customer when services it requests are not in its best interest.

3. It shall be the responsibility of Customer to provide Touch Support with any information necessary for Touch Support to produce timely and accurate audits of Touch Support's services for Customer. At its sole discretion, Touch Support shall be allowed to make amendments to the Order Form on a monthly basis based on the results of said audits. Any modifications to the Order Form will reflect immediately on

Customer's invoice and are deemed accepted by Customer once transmission of such modifications has been made to Customer via Telephone or Email. Customer retains the right to terminate this agreement under provision 5 if said modifications are not acceptable.

4. Customer agrees to maintain copies or backups of all data residing on any server accessible by Touch Support. Should any critical data be removed due to any negligence or malicious intent by Touch Support, its employees, or assigns, Customer agrees that said data copies or backups will be made available to Touch Support for immediate restoration.