



Software Maintenance Agreement:

Full One (1) year of Updates & Technical Support



Automatic MasterSuite Software Updates

(Always have the latest and greatest MasterSuite™ available)



All Technical Support Included (Monday through Friday 9:00am to 5:00pm).

(Top notch help, when you need it most!)

Full One (1) year of "Sync" and its great associated features



Sync Data Synchronization

If you have multiple PC's and are tired of transferring data files, then "Sync" is for you. Sync allows Offline and Online Data Synchronization between all of your In-Field and Office co-workers.



ESRI® ArcMap Connection

Sync also includes the opportunity of linking your ESRI ArcMap software to your Sync database. This allows your ArcMap data layers to be real-time with your continuing asset data changes.



WebMaster

Sync also includes our new internet based, WebMaster. WebMaster allows you to access your Asset data from any internet based computer or tablet WITHOUT installing software. Easily print your reports from any desk or office.



Daily Database backup

(Never worry about lost data again)

Our Software Maintenance Agreement will save you over \$3,000 per year!!



We offer technical support at an hourly rate of \$150/hr

(Average time spent on Tech Support; 24 hours a year)

Individual updates at \$150/per update

(MasterSuite™ releases multiple updates per year)

Save time and money protecting your data

(Average cost to back up your data; \$500 per year)



MASTERMIND, LLC

Software Maintenance Agreement

Software Maintenance Agreement

MasterMind, LLC ("LICENSOR") will provide ("LICENSEE") with telephone and web based support 5 days per week (Monday through Friday), 8 hours per day (9:00am to 5:00pm Eastern time),

1. CONTACTS AND CONTACT INFORMATION: For Web-based technical support, LICENSEE may contact LICENSOR at www.onlinemastermind.com. For electronic mail support, LICENSEE may contact LICENSOR at: support@onlinemastermind.com. For telephone support, LICENSEE may contact LICENSOR at 740-816-2221.

2. TERM AND FEE: The term of this AGREEMENT lasts for twelve (12) consecutive calendar months starting on the date specified by invoice. LICENSEE agrees to pay LICENSOR within thirty (30) days of being informed. Thereafter, the LICENSEE may continue the AGREEMENT for additional terms at the then current maintenance renewal fee. If LICENSEE wishes to reinstate a lapsed AGREEMENT, the LICENSEE agrees to pay a reinstatement fee as well as the maintenance fee. Fees for this AGREEMENT are non-refundable.

3. ACCESS TO NEW FEATURES, UPDATES & ENHANCEMENTS:

The LICENSEE will be provided with revisions and automatic updates to the MasterSuite™ product throughout the unexpired Maintenance Agreement term. LICENSOR updates help to ensure products work at peak performance, enhance features of the MasterSuite™ software, and eliminate known issues (LICENSOR cannot test all environments or configurations). Updates help on occasion to address compatibility and/or third-party software changes (e.g., monthly Microsoft® Windows® updates).

4. COMPLETE SUPPORT PROTECTION:

LICENSOR provides technical support for installation and usage of unmodified MasterSuite™ software to all LICENSEE users. The LICENSOR will ensure LICENSOR related IT issues are quickly addressed, so LICENSEE experiences minimal downtime. LICENSOR maintenance encompasses premium phone, web chat and email support, code fixes, new versions (including new features) and new releases (addressing minor issues) throughout the unexpired Maintenance Agreement term.

5. EXCLUDED SERVICES: Maintenance and support services for the following are outside the scope of this Software Maintenance Agreement: (a) System installation (hardware platforms) (b) Network configuration support for third party products not sold by LICENSOR (c) System-level tuning and optimization (d) Specific Programming (e) On-site Training (f) Engineering judgment or consulting