

Efficiency Inc. Technical Support Agreement

As an Efficiency, Inc. technical support contract customer, "**Pacific County Commissioners**" will receive (1) one-year from **06/22/13-06/21/14** (term of agreement) which includes:

- Full parts and labor warranty both hardware & software with replacement of parts that are defective or become worn in the course of normal use.
- Calls for service during normal business hours will be returned in less than 4 business hours. Service issues not resolvable remotely will result in priority dispatch for onsite service. A dispatch fee of \$150 applies for each onsite service call over 75 miles from Efficiency, Inc.
- ****Labor and parts required as a result of improper use, mishandling or damage through accident or unauthorized service performed by anyone other than our service department will be chargeable (see Rates for Chargeable Service Under Contract below).**
- Service will be performed during normal business hours of 8:00 a.m. to 5:00 p.m. Monday through Friday excluding holidays.
- On-site education after initial installation & training.
- Unlimited calls from 8:00 a.m. to 5:00 p.m. PST to Efficiency Inc. **excluding** holidays and weekends.
- Electronic logging of issues and questions to FTR (email & Web) 24 hours per day.
- Unlimited access to the FTR Knowledge Base.
- On-line access and hardcopies of all released Technical Support memos.
- On-line access to product documentation.
- Software fixes via electronic download.
- Free downloads of service packs and minor version upgrades.
- Full version upgrades at a reduced cost (during promotion period).
- Automatic renewal invoice is sent 30+ days prior to expiration of the term of the agreement. Payment must be received prior to expiration of the term of agreement to avoid cancellation of contract. Lapsed service agreements require on-site inspection at customers expense before contract can be re-instated.

****Rates for Chargeable Service Under Contract**

- Contract Hardware/Software On-Site Service Rate:
\$125.00 per hour on-site, plus \$100.00 per hour travel and parts.
- Contract Hardware/Software Shop Rate:
Minimum shop charge is \$125.00 per hour, plus parts and shipping. Shop charge applies to carry-in and mail-in.
- Non-Contract Telephone Support Rate:
\$125.00 per hour billed in 15 minute increments at \$31.25.

Please Note

- All customer account balances must be current before local service/support will be provided.
- Pricing is subject to change without prior notice for chargeable services and renewals are subject to 2% annual increase.
- Customers not covered by a Support Agreement will be charged the standard rate of \$185.00 per hour on-site, plus \$100.00 per hour travel, parts and applicable expenses, during normal business hours.

Customer Signature & Date

 5.2.13

Efficiency, Inc. & Date

After signing please fax back to Karri Boerner at 206-768-2806...Thank You.

Pacific County Commissioners
Kathy Noren
PO Box 187
1216 W Robert Bush Dr
South Bend, WA 98586
360-875-9337

Customer: 160055
Reference: MA.00610
Maintenance: 133 miles
Renewal Date: 06/22/13

Customer has had a maintenance contract since 2005.
Accessories and supplies are excluded from maintenance agreement.
Equipment covered on maintenance agreement:

<u>Equipment</u>	<u>Serial Number</u>	<u>Amount</u>
Reporter 5.2	UPGGR502E00401	\$4428.00
	UPGGR502E00402	
	UPGGR502E00403	
	UPGGR502E00404	
Log Notes Pro 2.1	000GL210E70258	
	000GL210E70259	
	000GL210E70260	
	000GL210E70261	
Delta Card	021505A	
	021505B	
	021505C	
	021505D	
AIM84 Mixer	02142005	
MX4 Mixer	0451003LY	
	0451021LY	
	0451037LY	
Amplifier		

No Increase
Removed \$150 per call
dispatch fee
JMP

Should you have any questions, we can be reached at:

Office: 206-768-2800
Toll-Free: 888-768-2888
Fax: 206-768-2806
Sales: Frank Romero fromero@Eff-Inc.com
Service: Frank Romero fromero@Eff-Inc.com
Support: Karri Boerner karrib@Eff-Inc.com
Owner: Jan Castle jcastle@Eff-Inc.com

Efficiency, Inc. is celebrating its' 58th year in business and we look forward to a continued relationship with your organization.

Renewals are subject to 2% annual increase.

Payment must be received by the contract renewal date listed above to avoid cancellation of contract. Once a contract has lapsed it will require an on site inspection at customers expense before contract can be re-instated.

Thank You,
Efficiency, Inc.