

## SUPPORT PLAN

**onsiteamadvisors®** offers Support for the following software: Tabs3, Practice Master, Time Matters and Billing Matters, PCLaw, Pensoft, Deltaview, PDFDocs, CaseMap, Summation, and Worldox.

Please select the plan that best suits your Firm:

- \_\_\_\_\_ Three (3) hours of support at a cost of \$435.00; or  
\_\_\_\_\_ Six (6) hours of support at a cost of \$840.00; or  
\_\_\_\_\_ Ten (10) hours of support at a cost of \$1,350.00.

- Time is accrued in fifteen minute increments
- Service will expire after the contracted hours have been expended or one year, whichever comes first
- The Support Plan offers you Priority Response Time

Support is offered Monday through Friday during normal business hours. Every effort will be made by **onsiteamadvisors®** to respond to the call within the day. Every effort will be made by **onsiteamadvisors®** to correct problems and answer questions over the telephone and over the Internet. **Site visits are also covered, however travel related charges may apply.** From time to time **onsiteamadvisors®** will be available before and after hours for support. There is no additional cost for this support.

You will be able to submit any and all of your support questions via e-mail to [support@onsiteam.com](mailto:support@onsiteam.com). All we ask that you provide us with a brief description of your question and that you specify the software application involved such as Tabs3, Practice Master, Time Matters, Pensoft, Summation, CaseMap, PCLaw, Worldox, Billing Matters, HotDocs, etc. in the subject line. Please be sure to include a signature block with your firm name and phone number and best time to reach you at that number.

Our new system will track the call which will result in two important steps: 1-the identification of your problem and 2-the proper routing of your call to our consultants. Our goal is to resolve your issues quickly with minimal disruption.

Not able to send an email? You may also continue to call the office at **305-960-1265 or 800-355-7979** and a helpdesk ticket will be prepared on your behalf.

**onsiteamadvisors®** agrees to send to the Customer a report of the calls; the report will include details of the call, including what the call was about, the date of the call and total time spent on the call.

The Customer agrees to reimburse **onsiteamadvisors®** for any out-of-pocket expenses (i.e., long distance calls, fax charges, courier charges, etc.) which relate to the Customer's support problems. **onsiteamadvisors®** reserves the right to withhold support if there are any monies owed to **onsiteamadvisors®** by the Customer.

The Customer may terminate this agreement at any time that they are dissatisfied with **onsiteamadvisors®** telephone services. A prorated share of the Plan amount will be refunded to the Customer.

The Plan begins on the day **onsiteamadvisors®** receives this signed agreement and a check for the Plan amount. AGREEMENT made \_\_\_\_\_, 2009, by and between \_\_\_\_\_, ("Customer") and **onsiteamadvisors®**.

ACCEPTED BY:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Sandra Adams, President  
**onsiteamadvisors®**

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Title

This offer may be withdrawn if not accepted within thirty days.