



Jonel Engineering  
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## **OPERATIONS & ACCOUNTING SOFTWARE SERVICE AGREEMENT**

### **SERVICE OVERVIEW**

A twenty-four hour service call window will be provided under this agreement Monday through Friday, to correct any inconsistencies in the standard software package or answer questions arising from the use of the software.

### **On-Site Training and Implementation.**

Any Requirements for Jonel Staff to perform On-site implementation and training will be build at a daily rate of \$1000 per day per person plus any overtime. On site implementation and training include the following.

- Setup and configuration of Access Unlimited SQL databases.
- File building set up - taxes, products, customers etc.
- Setup of batch panel interface.
- On site DBA - replication , backup and maintenance plans.
- Mobile Signaling setup/configuration.
- Core application training: Sales, Dispatch, Billing etc.
- On site I/T training-network, O/S setup, MSMQ, report writting

### **Programming/Customization**

Jonel will provide customization to the core Access Unlimited JS application at an hourly rate of \$180/per hour. Custom programming and development will be quoted separately for each program modification and an estimated due date will be mutually agreed upon for each project.



## **Off-site DBA/Network/Hardware Troubleshooting.**

Off-site database administration is billable at a rate of \$180 per hour example of this type of services are as follows:

- Setting up backups and scheduled maintenance plans specific to SQL server.
- Adding new databases or moving data between databases using replication or data transformation tool.
- Restoring database from backup.
- Rebuilding application database based on server failure.
- SQL upgrades.

In addition, any off-site services that are extraneous to the Access Unlimited application that require Jonel service will be billable. Examples of this type of general support are as follows.

- Setting up configuring NT/200 network components (DNS, DHCP, WINS, TCP/IP etc.).
- Setting up RAID Server arrays.
- Installing or reinstalling operating system on server(s).
- OS upgrades.
- Third party application configuration and setup such as Citrix Metaframe.
- Trouble shooting client computer issues such as network configuration or hardware issues specific to client machines (NIC cards, video cards, hard drives, peripherals, etc.).

## **Access Unlimited Upgrades (Weekends/After Hours)**

One annual upgrade per calendar year is included in your service contract providing it's done between the hours of 8:00AM-5:00PM Monday through Friday PST. if an upgrade is required on a weekend or any time outside standard business hours, it will be billed at a rate of \$180.00 per hour.

## **Negligent Use.**

Any blatant misuse of the product in a consistent, negligent fashion is billable, This type of issue may arise when user request service on issue that they have direct control of avoiding, but continuously cause due to lack of training or forgetfulness. These types of billable items guard against users who *consistently* fail to follow directions use of the product in a way that it was not intended. Examples of this are as follows.

- Unscrupulously disabling core services such as SQL server, TCP/IP, Message Queue, etc.
- Consistently exporting incorrect billing data.
- Unauthorized database modifications or changes to data outside of the Access Unlimited application.



## **Included in the service contact.**

The following items are covered in your service contact.

- Off-site training on Access Unlimited core applications on an individual basis (This doesn't include off-site "classroom training").
- General questions on setup, configuration and use of Access Unlimited core application.
- Training on configuring AUJS core components: Reports, Batch Panel Interface and Mobile Signaling Interface.
- Training on formatting documents: tickets, invoices and form letters.
- General questions on database table structure and table relationship for custom reports and queries.
- Bug Fixes.
- General trouble shooting of issues dealing explicitly and Access Unlimited JS systems and core components (Batch Panel, Reports and Mobile Signaling).
- Access Unlimited upgrades during business hours 8:00AM-5:00PM Monday-Friday PST.

All Customers declining maintenance will be charged at a rate of \$240 per hour, in half-hour increments for phone service. A purchase order number will be required before services are provided.

## **This Software Service Agreement includes the following software modules:**

## Notes:

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Software Service Agreement will commence 09/30/2015 and continues through . The Software Service Agreement must be Signed and returned to Jonel along with payment. Invoice terms: Due upon receipt. Payments may be made quaterly or annually. If quaterly payments are selected, payment must be made on or before their due date. Should payments laps for month than one-month (30) days, this contract will be invalid.