



Date : 09/30/2015
Customer : Acme Construction
Address : 500 E. Walnut, Fullerton, CA, 92832

500E.Walnut
Fullerton, CA 92832

MAINTENANCE SUPPORT AGREEMENT - Acme Construction

This document describes and identifies the Service Agreement terms and conditions, which includes a non-exclusive, non-transferable subscription for support and maintenance of the following computer System(s), under the terms and conditions set forth below:

Subscriber Begin Date : 09/30/2015

Subscriber End Date : 09/29/2016

Listed below are the Archer, Advantage or Blockmate Batching Controller (ABC) Serial Number(s) of the system(s) eligible to be covered within this agreement.

System Number	Plant	Annual Amount
26433	Valvista	1,000.00
30456	Dobson	1,000.00
26451	Rio Rancho	1,000.00
Total		3,000.00

MAINTENANCE SUPPORT SERVICE AGREEMENT

Phone Service :

All toll free service line has been established to receive all incoming service and technical calls. The service window is available twenty-four hours a day, seven days per week.

Jonel Remote Support Tool :

Plants that have access to the internet can be connected to our support team instantaneously to help operators troubleshoot issues as well as train on new system features.

Software Upgrades :

Software version upgrades will be released periodically. Standard version upgrades, updates and bug fixes are included under this contract.

Parts Discounts :

A twenty percent (20%) discount will be given on all computer parts with the exception of peripherals (PC's, printers, moisture probes, short haul modems etc). This includes I/O, CPU and A/D boards.

Program Modification Discount :

Programming and labor charges are \$140.00 per hour. A twenty dollar (\$20.00) discount per hour on labor and program changes will be given to all systems contained within this agreement.

All Customers declining maintenance will be charged \$240.00 per hour in half-hour increments for phone service. A purchase order number will be required before service are provided.

AUTHORIZATION

IN WITNESS WHERE OF, the parties have executed this Agreement as of the day and year written below, each representing that they have actual authority to do so.

On Behalf of _____ Date: _____

On Behalf of Jonel Engineering Date: _____

Please Print Name On Line Above

Please Fax to: (714)526-2397 - Attn : Judy

Or scan signed copy and email to: **judyL@jonel.com**