

**CounterPoint Per Call Support Agreement
Version 7.3.X or higher**

Please complete this agreement and fax to 800-932-1076, Att: Radiant Systems Retail V7 Support

This agreement for "per call" support services is between, the user of CounterPoint, and Radiant Systems.

CounterPoint Serial # _____
My CounterPoint Subscription Service (CSS) is current*. Yes No
Company _____
Address _____
City _____ State _____ Zip _____
Telephone _____ Fax _____

Payment Method:

I authorize Radiant Systems to use the following credit card to satisfy our obligations under this agreement:

MasterCard Visa American Express

Card # _____ Exp. Date _____

Cardholder Name _____

Cardholder Signature _____

I wish to receive "per call" Telephone Support at a rate of \$300.00 per hour, with a \$150.00 minimum. I understand that Telephone Support is charged in 30 minute increments and is limited to operational questions and problems involving the CounterPoint software. Radiant Systems claims no particular expertise regarding the other software products, operating systems software, networking, non-Radiant computer equipment, configurations, or your business practices.

I understand that Radiant Systems will use its best efforts to provide prompt and accurate answers to help resolve the issue. I also understand that I am paying for the time spent by Radiant Systems staff and not necessarily for a resolution to my problems(s). Radiant Systems does not guarantee that (a) the software is without flaws (b) Radiant Systems can resolve the problem, or (c) use of the software will be problem-free.

I understand that support services are subject to availability and are provided "as is", without warranty, and that Radiant Systems liability is limited to a refund of charges for this offering. I agree that in no event will I hold Radiant Systems liable for and incidental, special, or consequential damages due to any software used which was developed or sold by Radiant Systems or due to any services provided by Radiant Systems.

Authorized Signatures _____

Print name and Title _____

Date _____

*Current CSS is required to contact Support. Your system can be running on old version of CounterPoint, but your CSS must be current.