

RADIANT SYSTEMS HELPDESK INFORMATION

HELP

Now, you can supplement your support with an annual agreement with Radiant Systems HelpDesk. You will receive assistance directly from the source, and help ensure the successful operation of your computer systems. HelpDesk supplements the primary support services you already receive from your system installer. Remember, your primary support should always come from your Radiant Systems Partner.

HelpDesk will not resolve all issues that can arise with your system. There are situations that require on-site service from your Radiant Systems Partner and those services are not part of HelpDesk. A current CounterPoint Subscription Service (CSS) is required to talk to Support. Your system can be running an older version of CounterPoint, but your CSS must be current. In addition, you will need access to CounterPoint Service Packs (CPSP) that can be installed by your Partner or by using an Internet connection.

If your business requires it, we'll provide telephone assistance 24 hours a day, 363 days a year. Toll free!

of prepaid hours in multiples of 4 up to 32. If those hours are used prior to the expiration of the agreement, additional 4-hour blocks may be purchased.

If you do not wish to purchase a 4-hour block, you may purchase additional telephone support time at our standard hourly rate of \$300 per hour for V7.3 and above.

The hours you purchase are valid during your contract year. When you renew your annual HelpDesk agreement, any unused hours from your current contract are carried forward to the new agreement. If you choose not to renew your contract within 30 days of the expiration date, any time remaining will be forfeited upon expiration.

HelpDesk is available for CounterPoint V7.3 & higher:

Standard Support is available for V7.3 and higher via telephone or email during normal Radiant Systems business hours, 8AM to 5PM Central. Support is not available when Radiant Systems observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day; or when the offices are closed.

Premium Support is available via telephone at all times except from 5PM December 24th until 8AM December 26th.

Response:

Normally, you reach our HelpDesk by calling our toll-free number, and leaving a message. Callback time is typically less than 1 hour. Response is guaranteed within 2 hours, or there is no charge for the first 20 minutes of the call. If you hold for the next available representative instead of leaving a voicemail message, your account will be charged an additional increment of 20 minutes.

Because we must maintain an appropriate level of support for all of our customers, we are not always able to remain on the phone with you for the full duration of the problem resolution. In certain situations, we may need to give you instructions to follow and ask that you contact us with the results. HelpDesk cannot resolve all problems; certain situations may require the involvement of your CounterPoint Partner.

CHARGES AND FEES

Choose the plan that works best for you:

Standard Support Plan 8AM to 5PM Central Monday thru Friday	
PREPAID HOURS	ANNUAL RATE
4	\$700
Premium Support Plan 24 Hours per Day 363 Days per Year	
PREPAID HOURS	ANNUAL RATE
4	\$1400

(Sales tax will be added to listed prices where applicable.)

DETAILS

Telephone Support:

Telephone Support is charged in 20 minute increments. Each plan includes a specific number



AGREEMENT/RENEWAL

This agreement for HelpDesk support services is between Radiant Systems, Inc. (We) and You, the user of CounterPoint V7.3 & higher:

Company: _____

Telephone: _____ Fax: _____

Authorized Caller #1: _____ Title _____ Email: _____

Authorized Caller #2: _____ Title _____ Email _____

To specify more than two (2) authorized callers, please place "Anyone" in the first blank. Be aware that you are responsible for all calls made on this account number.

NOTE: To complete this HelpDesk Agreement/Renewal, you **must** fill out the Software License Agreement form (if you have not already done so).

We agree to provide you the Telephone Support and associated services known as Radiant Systems HelpDesk, as described in the document titled "RADIANT SYSTEMS HELPDESK INFORMATION". Telephone Support is limited to operational questions and problems involving the user of the computer software (CounterPoint Version 7.3 and higher) listed on the Software License Agreement form. We claim no particular expertise regarding: software not listed, operating system software, computer equipment, configuration, or business practices.

We do not guarantee that the software is without flaws. We do not guarantee that your use of the software will be problem-free, but we will guarantee fast and efficient response to your needs.

HelpDesk services are subject to availability, and are provided "as is" without warranty. You agree that in no event will Radiant be liable to you for direct damages in an amount greater than the fees received by Radiant hereunder. Further, you agree that in no event will you hold us liable for any 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 under this Agreement/Renewal.

Authorized signature: _____ Date: _____

Print name *and* title: _____

CounterPoint serial-#: C _____

My CounterPoint Subscription Service (CSS) is current¹.

Yes No

CounterPoint Version: V7.5.x V7.3.x

Do you have any non-standard (customized or modified) software? Yes No

PLAN: Standard Support Plan – 4 hours

Premium Support Plan – 4 hours

Requested start date: _____

Total amount²: \$ _____

¹ Current CSS is required to contact Support. Your system can run an older version of CounterPoint, but CSS must be current. If your CSS expires, any hours remaining on this plan will be forfeited.

²To purchase 8, 16, or 32 hours, simply make a note and enter the correct payment amount.

Payment method: Check payable to Radiant Systems
 Credit card — I authorized Radiant Systems to use the following credit card to satisfy our obligations under this Agreement.

Card # _____ Exp Date _____

Cardholder's name _____

Signature _____

Card's billing address _____

I do do not approve the use of this credit card to purchase up to 4 additional hours of Telephone Support.

You may fax this form to (901) 681-2802 or mail it to Radiant Systems, 1727 Kirby Parkway, Memphis, TN 38120.