



Software Products

FiscalBooks™
 FiscalPay™
 FiscalHR™
 FiscalTime™
 FiscalTax™
 FiscalExpress™
 FiscalLedger™

Additional Services

Data Conversion
 Training Seminars
 Annual Users Group
 Conferences
 On-Site Training
 Consultation
 Web Site Design
 Internet Setup
 Programming

- Delphi
- HTML
- Javascript
- Flash
- Adobe

Internet - Primary

www.fiscalsoft.com
 support@fiscalsoft.com

Internet - Secondary

www.fiscalsoft.net
 support@fiscalsoft.net

Since 1983

Mailing Address

Fiscalsoft Corporation
 1139 Tatesbrook Drive
 Lexington KY 40517-3029

Telephones

(859) 273-9741 (Ryan cell)
 (859) 273-5512 (Norb cell)
 (606) 584-1119 (Peggy cell)
 (859) 559-3107 (Angie cell)
 (859) 537-0910 (Jake cell)

Software Support Subscription Agreement

We offer an annual software support subscription that provides for up to 2 hours per month telephone and email support, and free within-version program updates, per license. The annual support subscription fee payment must be received in our office by June 30, in order to receive support for the new fiscal year. Support time is not cumulative, and is recorded in 15-minute minimum increments. This means a 2-minute call counts as 15 minutes and a 33-minute call counts as 45 minutes. Extended monthly support time is available at \$160 per hour.

This support service provides excellent value! You will receive a comprehensive package of telephone and email support for our software, including on-going enhancements to existing program features, new program features, and program fixes. This will insure that your system operates as smoothly as possible, and does not become obsolete due to regulatory accounting, payroll, local tax, or e-filing changes.

Major version upgrades (e.g. 4.2 to 5.0 – these are brand new programs) released during the subscription period will be offered to current support subscribers at a minimum 50% discount off the announced License Fee for the new version. Major version upgrades released during the first year of your initial support subscription are free to new customers. You must be a current software support subscriber in order to receive software updates, and to receive offers for new upgrades.

If most of your support time spent with us is due to network performance (lack of) issues or data corruption problems (invalid index files, table data loss or outright damaged tables), we would highly recommend that you upgrade to Client/Server (“C/S”) versions of our software. Please see the document “When to move to Client/Server” for more information.

Terms and Conditions of Support

1. Telephone support hours are 9am - 5pm, Eastern Standard Time, Monday - Friday. We observe and are closed for all U.S. federal holidays.
2. Telephone and email support time is recorded in 15-minute increments. This means a 2 minute call counts just like a 15-minute call, and a 17 minute call counts as 30 minutes. Your Software Support Subscription allows for a maximum of 2 hours of support per month, per license. Monthly support hours are *not* cumulative. Telephone or email support services that exceed the 2-hour maximum will be billed at the current extended support rate. Please keep these issues in mind when obtaining support.
3. Please be polite when phoning for assistance. You like to receive courteous support services, and we like it when our efforts are appreciated. Emotions and attitudes have no place on the phone support line. Working together is the most efficient use of support time, and yields the best results.
4. Telephone support is reserved for support of the operation of our software. Please do not call our support line with “wish-list” requests or inquiries about the release date of the next update. All desired additions (new program features), modifications and bug reports must be submitted in writing to our email address, support@fiscalsoft.com, or our postal address as indicated at the bottom left corner of this memo. This gives us one central file of information to refer to once programming time is allocated for updates. Program bugs discovered via telephone or email support, will be automatically recorded by our support personnel.
5. Aside from assisting you one time with desktop icon setup when installing our software, we have no obligation to you for support of your Windows Operating System Software, Network Software, Backup Software, Internet Browser and Email software, or any of the computer/network hardware you use. These support calls should be made to the company you purchased your hardware from, or licensed your software from. If you do request our services for these functions, extended support charges will apply.



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6. Phone support is not intended for accounting, payroll or tax training of new personnel. Extended support charges will apply if your new personnel contact us for this purpose. One last important note; we have many other customers, therefore, please don't call and then put our support technicians on hold while you conduct other business phone calls or office work.
7. On-site setup, training or consultation is available at a discounted rate of \$160/hr, and a round-trip mileage fee of \$1.00/mile.

By paying the support subscription fee, you are agreeing to be bound by these terms and conditions.

Failure to pay the support subscription fee by 6/30 will result in a 10% late payment fee of the support subscription amount, and payment in full is due by 7/31. No support will be rendered after 6/30 until the fees are paid in full. Failure to pay the support and late payment fee by 7/31 will disqualify you for any support, software updates, and software upgrades. After 7/31, re-licensing of the software is necessary in order to regain services from us.

Software Update Policy

Software updates will be released when they are ready, and do not follow any release schedule. Software updates are placed on our Internet Web Site for download into your computer via our Web Update window in all of our applications. Documentation describing the changes in the update is available in the What's New window on the Help menu in all of our applications. Please read all What's New notes after performing a Web Update. **You must have a reliable Internet connection** in order to receive software updates. Our Web Updates utilize FTP and HTTP protocols to establish connections to our web servers. Ports 20, 21 and 80 cannot be blocked by firewall software or your Web Updates will fail. The latest released version of any of our software can be determined by visiting the product pages on our web site: <http://www.fiscalsoft.com>

Software updates will be uploaded to our Internet Server computer, and will remain available for download for a maximum of 60 days after the email notifications are sent. Each update must be applied in serial order. If you fail to download the update before it is purged from our web server, a \$250 upload fee will be charged, in order to get you caught up-to-date on the latest version.

In order to avoid any disruption in communicating with you, please remember to notify us ASAP in the event your email address changes. Just send a quick note to support@fiscalsoft.com using your new email address. You also need to insure that the fiscalsoft.com and fiscalsoft.net domains are not included in your e-mail spam filter software.

This agreement will be governed by the laws of the Commonwealth of Kentucky. Should any provision of this agreement be declared void or unenforceable, such determination shall have no effect on the remaining provisions of this agreement. You further agree that any legal action brought on the basis of this agreement shall be filed in Fayette County, Kentucky.