

Graveco Enterprises, Inc.

Support Services Policy

Contract Collector Products

Automatic Funds Transfer Services, Inc. d/b/a Graveco Software, (“Graveco”) offers Support Services (for additional fees, as set forth below) to licensees of Contract Collector Software who have signed and returned the Graveco Software License Agreement issued with their Contract Collector Software (“Registered Licensees”):

The terms and conditions of Graveco's Support Services Policy (“Policy”) may be modified by Graveco from time to time and without notice. All modifications shall be effective fifteen (15) days after being posted to Graveco's web site (www.GravecoSoftware.com). Use of Support Services after the effective date of any modification shall constitute consent to the Support Services Policy terms and conditions as modified.

I. GENERAL TERMS AND CONDITIONS

The following terms and conditions apply:

1. Use.

Requests for Support Services may be submitted by telephone, email, during the hours set forth in Paragraph 2 below. Graveco will respond to requests for Support Services in the following order of priority:

(1) Incoming telephone calls; (2) email transmissions; and (3) phone. Licensees with a critical need for Support Services should remain on the line rather than leaving a message. There is no limit on the number of calls, which may be placed during any day.

2. Accessibility.

Support Services are generally available from 9:00 a.m. to 5:00 p.m., Pacific Time, Monday through Friday, with the exception of holidays and at other times as necessary at Graveco's sole discretion. Graveco will endeavor to provide Support Services during these hours, but does not guarantee that Support Services will be continuously available during these hours.

3. Response.

Graveco endeavors to respond promptly to Support Services inquiries and requests. Response time will vary depending on availability of personnel, the number of inquiries and the difficulty of an inquiry. Depending on the circumstances, resolution time on some inquiries may be forty-eight (48) hours or longer.

4. Abuse.

Graveco will not and cannot tolerate abusive calls and foul language. We will treat everyone in a professional manner, and we insist on the same treatment in return. Abusive calls will be

terminated immediately. Graveco shall have the sole right and discretion to determine when a call has become abusive, and Graveco's determination shall be binding and conclusive.

Graveco may, in its sole discretion, terminate Support Services for any Licensee due to abuse. If it becomes necessary to permanently terminate Support Services for a Licensee due to abuse.

5. No Warranty.

EXCEPT FOR THE LIMITED WARRANTY AVAILABLE FOR

SOFTWARE AS PROVIDED IN ANY LICENSE AGREEMENT, GRAVECO MAKES NO WARRANTIES OF ANY KIND WITH RESPECT TO ANY PRODUCTS OR

SERVICES PROVIDED UNDER THIS POLICY. GRAVECO DISCLAIMS

ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE PRODUCTS OR SERVICES PROVIDED OR MODIFIED UNDER THIS POLICY.

6. Limitation of Liability.

All products and services provided under this Policy are subject to the limitations of liability set forth in the Graveco Software License Agreement issued with the Contract Collector Software which is the subject of this Policy and incorporated herein by reference.

7. Conditions.

Support Services are only available to Licensees who are current with all payments due to Graveco, who have complied with their particular License Agreement, who have not been terminated from eligibility for Support Services, and who are otherwise eligible for Support Services.

8. Monitoring Time.

Support contracts expire annually from the date of purchase as stated on the Graveco Sales Invoice. The "date of purchase" is the date stated on the Graveco Sales Invoice.

II. SUPPORT LEVELS

Support Services

1. Fees.

Graveco provides two (2) levels of monthly service. Level of Support for Graveco Contract Collector v.5 Standard Edition is billed at fifty (\$50) dollars per month. The level of Support for Graveco Contract Collector v.5 Professional Edition is billed at one hundred Twenty Five (\$125) dollars per month.

All prices are subject to change as provided above.

2. Services Available.

Support Services include:

Assistance with installation of licensed Contract Collector Software, maintenance updates, and enhancement upgrades.

Assistance with installation on one workstation and one server. Help to rebuild indexes.

Guidance in creating letters.

Assistance with backup and restore concepts.

Assistance with understanding the functionality of the Contract Collector Software.

Assistance with repetitive workstation installation, or advanced network installation and configuration pertaining to our software;

Assistance with balancing ledgers and bank accounts;

Advanced level assistance in creating letters and notices;

Assistance with data backups to the extent of Graveco's knowledge, although we cannot guarantee results;

Remote dial-in using GotoMeeting®; and

Data examination, Import/Export layout, and Report/SQL statements.

*Support Services do **not** include:*

Operations consulting;

Assistance with data recovery; or

Determining whether any Licensee hardware is compatible with Contract Collector Software.

Support Services are provided in a step-by-step directive, rather than a step-by-step walk-through format.

Support Services are available for the most current versions of the Contract Collector Software

and related Maintenance Updates.

Contract Collector Software versions eligible for Support Services are subject to change without notice as provided above, and any such change will be posted to Graveco website.

Support Services for installation of Maintenance Updates and Enhancement Upgrades will only be available for six (6) months from the date of purchase or receipt, whichever is later.

The following services may be available under Support Services, but will require a work order signed by Licensee, prior approval by Graveco, and pre-purchase of a services by Licensee, exclusively for this work order, as specified by Graveco.

Data recovery;

Data conversions from competitor systems; In-house upgrades of data sent in by Licensees; and Custom Modification of Graveco features.

Graveco strives to answer all questions but cannot always guarantee a solution. In some circumstances, Graveco may have to direct a Licensee to hire a local hardware or operating system professional at Licensee's own expense. Graveco shall have sole discretion to determine whether or not a request for Support Services is included under the Support Services Policy.

Contact: Graveco Software, Inc.

Contract Collector Support Services:

support@gravecosoftware.com

(360) 528-1575

(360) 573-5993

sales@gravecosoftware.com

(360) 528-1575

Direct Contract Collector Email Support

Direct Contract Collector Phone Support

Direct Contract Collector Fax Support

Product Information and purchases Email Support

Product Information and purchases Phone Support

III. GENERAL PROVISIONS

This policy shall supplement the terms of the License Agreement with respect to support services. The terms of the License Agreement shall apply to this policy, including but not limited to Sections 5, 6, 16, and 17. In the event of a conflict between the terms of the License Agreement and this policy with respect to support services this policy shall take priority.