FLI CustomerCare Support Plans (effective January 1, 2011)

Your FLI software is essential to the continued success and continuity of your business. FLI's CustomerCare Support Plans provide you with the technical expertise you need to keep your FLI system running smoothly. FLI offers three annual CustomerCare Support Plans that are designed with your most frequently requested service options in mind.

** Please use the form on the following page to purchase one of the following support plans **

Bronze Plan ($699)
This plan is essential for every FLI customer. It provides free updates and upgrades to your FLI software as well as access to our Customer Support Website.   Technical support will be billed at $70.00/hour in 15-minute increments.

Silver Plan ($989)
This plan is ideal for customers proficient in using our software products, but also need occasional assistance with their software and technical issues. This plan provides 10 cases per year to our technical support staff.

Gold Plan ($1319)
This plan is designed for the customer who requires a higher number of software and technical support cases. This plan provides 25 cases per year to our technical support staff.

Platinum Plan ($1649)
This plan is for the customer who places heavy demands on their FLI software and who requires priority level support. Unlimited calls to our technical support staff are a benefit of this plan.

Comparing All Support Plans

Product/Services Description	No Support Plan	Bronze Plan	Silver Plan	Gold Plan	Platinum Plan
Access to FLI Customer Support Website	Limited Access	Full Access	Full Access	Full Access	Full Access
Fuel Tax Rate updates	$40 / year	Free	Free	Free	Free
Program maintenance releases	Limited	Free	Free	Free	Free
Program version upgrades	$748.75 / upgrade	Free	Free	Free	Free
Technical support cases	$80 / hour	$72 / hour	10 cases/year	25 cases/year	Unlimited cases/year

FLI CustomerCare Annual Support Plan Agreement

If you have different contact information for additional companies, please supply them on a separate page

COMPANY INFORMATION

Company Name_____

Address_____

City, State, Zip_____

Phone 1_____ Phone 2 _____ Fax _____ Email_____

Number of Trucks _____ Number of Users _____ Website _____

Name Additional Companies using FLI software:_____

CONTACT INFORMATION

Please List all individual(s) authorized to interact with FLI Support staff, and identify those authorized to request billable services from FLI Support (use back or extra pages if necessary). Primary Support Contact is automatically authorized to request billable services.

Primary Support Contact_____ Phone_____

      Email Address / Other Info _____

Alternate Support Contact_____ Phone_____

      Email Address / Other Info _____ Authorized to request billable services ☐

SUPPORT PLAN ELECTION (Multiple companies will be covered under the same Support Plan)

Please choose the method you elect for billable support services: (SELECT ONE ONLY)

    ☐ Platinum CustomerCare Annual Support Plan (please enclose check for $1649.00)
    ☐ Gold CustomerCare Annual Support Plan (please enclose check for $1319.00)
    ☐ Silver CustomerCare Annual Support Plan (please enclose check for $989.00)
    ☐ Bronze CustomerCare Annual Support Plan (please enclose check for $699.00)
    ☐ No pre-paid annual support plan (Support Services will be billed at $80.00 per hour, in 15 minute increments)
        ☐ Fuel Tax Rate Download Annual Subscription (please enclose check for $40.00)

AUTHORIZED SIGNATURE

Failure to sign or return this form constitutes automatic election to No pre-paid annual support. Please return this form to FLI promptly. If you selected a Pre-Paid Support Plan, please make your check payable to FLI Technology Solutions, Inc. – or – FLI. Mail this completed form, along with your payment to FLI, PO Box 358, Colfax, IL 61728

_____   _____   _____
Printed Name   Signature   Date

(Extra copies of this form can be downloaded from the Support Policy section of www.flisupport.com)