

FLI Technology Solutions, Inc.

Customer Support Q&A

Following are answers to questions regarding our new support policy that we anticipate some of you may have, and will be updated with any additional questions we receive that might be of general interest to our customers.

Which CustomerCare Support Plan should I choose?

If you are only interested in FLI program updates and upgrades, and anticipate you will require support less than 4 times during the next 12 months, the Bronze Plan is probably your best choice. If you anticipate a need to call for support 4 – 10 times over the next 12 months, the Silver Plan is likely right for you. If you anticipate a need to use our support services 10 – 25 times over the next 12 months, the Gold Plan is the right choice for you. If you anticipate a need to use our support services more than twice per month, the Platinum Plan is by far your most economical choice. BusinessWorks users tend request support services more often than those that only use FLI software, and should strongly consider a Silver, Gold, or Platinum plan

What if I do not subscribe to a CustomerCare Support Plan before February 1, 2008?

If you do not subscribe to a CustomerCare Plan before February 1, 2008 you will automatically be enrolled in per-incident support, meaning you will be required to pay for support services based on an hourly rate of \$72.00, billed in 15-minute increments. You can purchase a CustomerCare Support Plan at any time during the year, and it will be effective for 12 months from the date we receive your payment. However, it is important you recognize that you will be billed at a rate of \$72.00 per hour for all support services provided prior to receiving your payment. We do not accept credit card payments for prepaid support plans, so you will not be able to activate a new plan at the same time you call for support. In fairness to other customers who purchase prepaid support plans, we will not make any exceptions to this policy.

What if I need support but didn't purchase a CustomerCare Support Plan?

We will bill you for support services provided at a rate of \$72.00 per hour, in 15-minute increments. As an example, if we spend 10 minutes providing you support you will be billed for 15-minutes, or \$18.00. Keep in mind that the time we bill is time spent directly working on your specific case, not the time spent on the phone with you. Also realize that support you receive via email still requires time on our part to address and resolve your issue – email support is not “free”. When your issue is resolved we will notify you of the time for which you will be billed, and you should report any disputes immediately so they can be resolved before invoicing. Failure to provide timely payment for support services rendered may result in withholding future support until payment is made.

What if I want a program upgrade but didn't purchase a CustomerCare Support Plan?

Without a prepaid support plan you may purchase a program upgrade for 25% of the current list price of our software. The current upgrade price is \$748.75. It would clearly be more economical for you to purchase a Bronze CustomerCare support plan!

What if I subscribe to the Silver or Gold CustomerCare Support Plan and exceed my number of allowed cases?

Support services provided to Silver subscribers after 10 cases, or Gold subscribers after 25 cases will be billed at a rate of \$60.00 per hour, in 15-minute increments, for the remainder of the subscription period. You may elect to upgrade your subscription to a Gold or Platinum plan at any time during your subscription period (See answer to “Can I get a mid-year upgrade to a higher support plan?” for details).

Can I get a mid-year upgrade to a higher support plan?

You can upgrade to a higher support plan at any time during your subscription period. The following chart lists the fees to upgrade from a lower support plan to a higher support plan:

| From↓.....To→ | Bronze | Silver | Gold | Platinum |
|---------------|--------|--------|--------|----------|
| No Support | \$599 | \$899 | \$1199 | \$1499 |
| Bronze | N/A | \$300 | \$600 | \$900 |
| Silver | N/A | N/A | \$300 | \$600 |
| Gold | N/A | N/A | N/A | \$300 |

When going from No Support to a CustomerCare plan, your CustomerCare plan will be effective for 12 months from the date we receive your payment. When upgrading from Bronze-to-Silver or Silver-to-Gold or Gold-to-Platinum, you are simply paying the difference between the fees of these annual plans so your expiration date will not change. Your upgrade becomes effective when we receive your payment, not when you order an upgrade.

How do I renew my support plan each year?

Prior to expiration of your CustomerCare Plan you will automatically be invoiced for renewal of your current plan, but may elect to change to a different support plan.

Will the support fees increase?

As with any business, we will continually evaluate our fee structure to ensure we are both competitive in the marketplace and generating sufficient revenues necessary to provide quality support services. Hourly rates are subject to change at any time, but fees for CustomerCare Plans will not change until the plan expires.

Can I cancel my support plan or downgrade to a lesser plan?

Cancellations and downgrades are not allowed during the term of your subscription period, and no refunds will be given for any "unused" support, either real or perceived. When your subscription expires you may elect to not renew your subscription or change to a lesser support plan.

If I sell my business will my support plan transfer to the new owners?

Since the support plan is actually registered to your business, there would be no changes to previous agreements.

Are all your other customers getting the same support terms as me?

We have taken great care to construct a policy that is fair and equitable to all customers, and will enforce the policy with the same degree of fairness and equality. We recognize that we serve several distinct and unique markets that require different measures of support services, and have separate support plans for each market. As an example, support requirements for customers that only use our Fuel Tax module is quite different from those that use our Logistics Management System; and both of these have entirely different support needs than our website customers. Even though we have segregated support plans for different types of customers, each plan is administered and enforced equally for all customers in the same type.

How does support change on February 1?

Contacting us...

During normal business hours, most incoming phone calls will be directed to our voice mail system, where you will be asked to leave a detailed message about your case so we can assess the urgency and better prepare an appropriate response. Your voice message will go straight to your assigned Customer Support Representative or another qualified representative if they are unable to assist you at that time. If your issue is not urgent, you may prefer to send us an email or FAX. When we receive the email or FAX, we will create a case for you, review the information, and then contact you. Our targeted response time for electronic support requests is within 4 hours of receipt. Electronic mail is normally reliable, but technical or human error may prevent receipt of some messages; therefore, we highly recommended you follow-up your electronic request if you have not received a reply from us after 4 hours.

Reporting your issue...

To help us assist you in resolving your case, it is important you furnish us with as much accurate information regarding the issue as possible. This is particularly true when dealing with technical issues such as error messages or system related issues. A comprehensive description of your issue greatly increases our ability to properly and accurately diagnose your case and provide you with a consistent level of service and speedy resolution. Please provide as much information as possible – complete text of an error message you received, exact course of events leading to the issue, all steps taken after the issue was encountered, screen prints, copy of a report, notice of any new software or hardware installation or upgrades – anything that might help us better understand your situation.

Case Number...

You will be given a case number by the analyst you work with. Please make a note of this case number, as it will be used to record all the information regarding the case. The case number should be referred to any time you call, e-mail, or FAX additional information regarding the same issue, or if you are simply checking on the status of the case.

Is a “Case” the same thing as a “Call”?

A case represents a single issue for which you are seeking support, and may require multiple calls or contacts to resolve. Support for Silver, Gold, and Platinum CustomerCare subscribers are recorded in terms of cases (issues) instead of calls or contacts. If a case requires 2 hours of support time to resolve, Silver, Gold, and Platinum CustomerCare subscribers are “charged” for 1 case; whereas Bronze CustomerCare and those with no prepaid support plan will be billed for 2 hours of support.

I already purchased an annual support plan for BusinessWorks, so why do I need to purchase additional support for FLI?

The annual “Subscription” plan you have from Sage provides you with BusinessWorks software updates and version upgrades, but does not include support. Since we provide support services to all of our BusinessWorks customers to help with virtually any issue related to using BusinessWorks, there is no need for you to purchase any more than the “Subscription” plan from Sage. In other words, we support both FLI and BW products, including BW v12 that Sage no longer supports, but you need the Sage “Subscription” plan to receive software updates for BW.

I have BusinessWorks but don’t have a subscription plan from Sage, so how do I get one and how much does it cost?

If you let your Sage “Subscription” plan lapse, and are using BusinessWorks Gold v6 or v7, Sage requires you to purchase the current version (v8) of BusinessWorks at list price, and then you can renew your “Subscription” plan the following. If you are still using the old BusinessWorks for Windows v12, you must first upgrade to BusinessWorks Gold – BW v12 is no longer supported and there are no program updates for that version. If you fall into either of these categories, please contact us for information and pricing.

A few years ago I purchased a support agreement from FLI for set number of hours of support, and I don't think I used all the time I purchased, so am I still covered or do I need to get a new plan?

To the best of our knowledge, all prepaid hours from prior support agreements have been totally consumed. The lack of adequate recordkeeping for support activities has made it difficult to determine exactly how many hours of support were provided to every customer, but from records that are available every customer that had previously purchased a set number of support hours actually received a minimum of 4 times more hours (in some cases, considerably more) of support than they purchased. This is actually one of the problems our new support policy addresses – starting February 1, 2008, all support cases will be logged and documented by our support staff. Please contact us if you remain convinced that you have remaining support hours from a previous agreement.

Does this mean I have to pay every time I contact FLI?

Just like your business, we incur costs for wages, equipment, training, and variety of other operational expenses that must be recovered by charging a reasonable and competitive fee for the services we provide. Therefore, all support services rendered will be billed or applied to prepaid subscription plans.

Fees for software support services requested by customers are as follows:

- Platinum support plan subscribers can use our software support services for an unlimited number of cases during their subscription period.
- Gold support plan subscribers can use our software support services for up to 25 cases during their subscription period.
- Silver support plan subscribers can use our software support services for up to 10 cases during their subscription period.
- Bronze support plan subscribers will be billed for software support services at a rate of \$60 per hour.
- Customers that do not subscribe to a prepaid support plan will be billed for software support services at a rate of \$72 per hour.

We are extremely confident that our support rates are lower, our support services more extensive, and our service quality levels are superior to any of our competitors. Please let us know if you feel you do not receive value for the services provided by our support staff.

Services for formal training, website design, custom programming, business consulting, and technical consulting are not included in software support and are billed on a case-by-case basis.

How do I get an answer for a question that's not listed here?

Please call, email, or FAX your question and we will be happy to answer any question you may have regarding this policy or the products and services we offer. If we feel the answer to your question is of interest to others, we will add it to this list and post it on our website. Just for fun, and out of curiosity for how many people actually read each of these answers, please send an email to support@flisupport.com to let us know you found this 'hidden' request.

I want the security and value of a support plan, so how do I sign up?

Simply complete the FLI CustomerCare Annual Support Plan Agreement form, and select the plan that best suits your needs. When completed, mail the completed form, along with your payment to:

FLI Technology Solutions, Inc.
PO Box 358
Colfax, IL 61728