

FLI Fuel Tax Support Plans (effective January 1, 2011)

Your FLI Fuel Tax software is essential to the continued success and continuity of your business. FLI's Fuel Tax Support Plans provide you with the technical expertise you need to keep your FLI system running smoothly. FLI offers four annual Fuel Tax 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 (\$40)

This is a very basic support plan that simply provides downloads of quarterly fuel tax rates and access to our Customer Support Website. This plan does NOT provide software updates and upgrades. Technical support will be billed at \$70.00/hour in 15-minute increments.

● Silver Plan (\$124)

This plan is essential for every FLI customer who wants their software to remain current and compliant, but rarely ask for technical support. It provides free fuel tax downloads and 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.

● Gold Plan (\$245)

This plan is ideal for customers proficient in using our software products, but also need occasional assistance with their software and technical issues. It provides 2 cases per year to our technical support staff, free fuel tax downloads and free updates and upgrades to your FLI software, as well as access to our Customer Support Website. Technical support after 2 cases will be billed at \$70.00/hour in 15-minute increments.

● Platinum Plan (\$369)

This plan is for the customer who places heavy demands on their FLI software and who requires priority level support. It provides 4 cases per year to our technical support staff, free fuel tax downloads and free updates and upgrades to your FLI software, as well as access to our Customer Support Website. Technical support after 4 cases will be billed at \$70.00/hour in 15-minute increments.

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	\$10 / quarter	Free	Free	Free	Free
Program maintenance releases	Limited	Limited	Free	Free	Free
Program version upgrades	\$199.00 / upgrade	\$199.00 / upgrade	Free	Free	Free
Technical support cases	\$80 / hour	\$70 / hour	\$70 / hour	2 cases/year	4 cases/year

FLI Fuel Tax 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 Fuel Tax Annual Support Plan (please enclose check for \$369.00)
- Gold Fuel Tax Annual Support Plan (please enclose check for \$245.00)
- Silver Fuel Tax Annual Support Plan (please enclose check for \$124.00)
- Bronze Fuel Tax Annual Support Plan (please enclose check for \$40.00)
- No pre-paid annual support plan (Support Services will be billed at \$80.00 per hour, in 15 minute increments)

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)