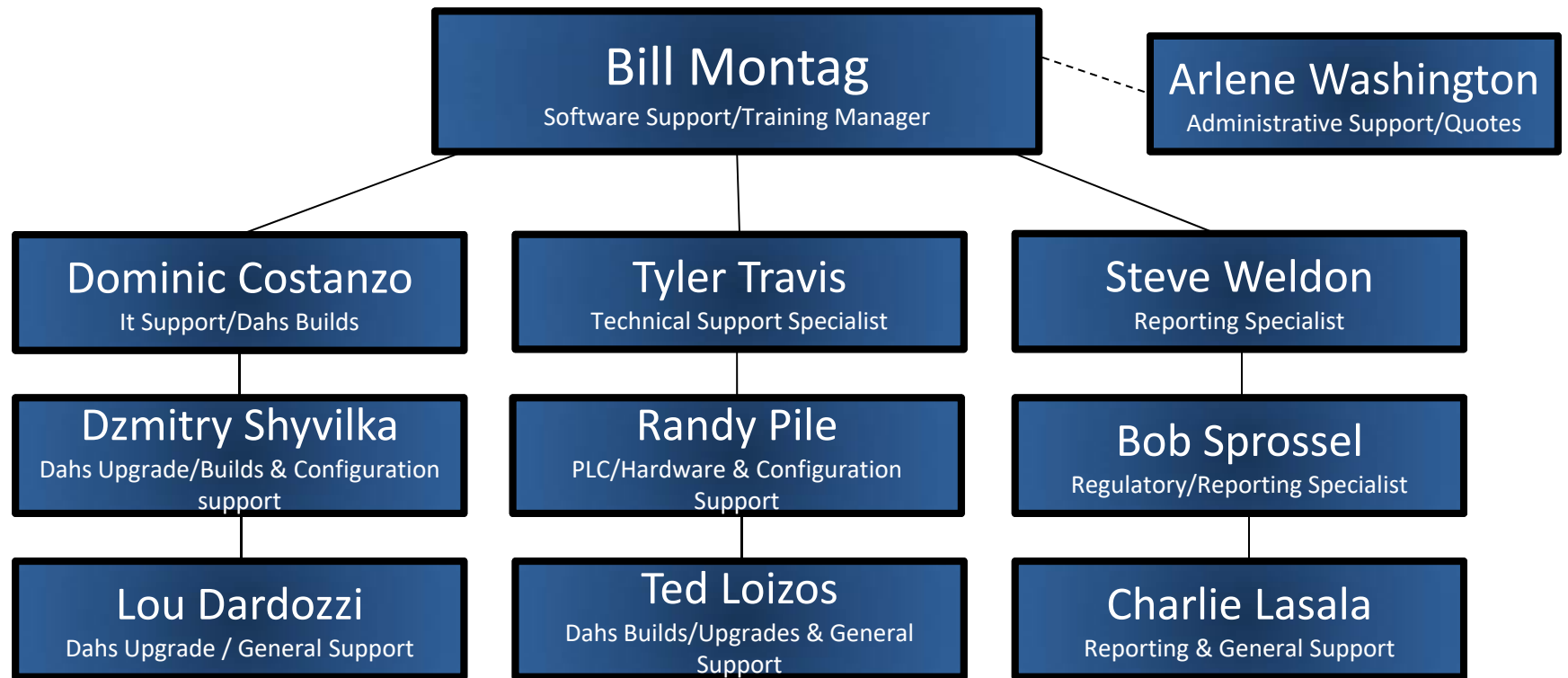


Software Support Update

By Bill Montag



Your Software Support Team!



Current Contract Offerings

- Essential Plan
 - Premium Plan
 - Comprehensive Plan
 - EDR Generation*
 - State reporting*
 - Server Maintenance*
- * Are add-ons to a current Plan



Plan Details

	Essential	Premium	Comprehensive
NetDAHS Edge™ Software Updates (address defects)	✓	✓	✓
NetDAHS Edge™ Software Updates (enhancements)		✓	✓
Access to Web-Based Training with No Tuition Fees			unlimited
Seats at Regional Training with No Additional Tuition Fees		1	2
Telephone and Email-Based Technical Support	✓	✓	✓
Emergency After-Hours Technical Support		✓	✓
Regular Review Calls with Support Staff			✓
EDR Investigation and Remediation		✓	✓
Electronic Monitoring Plan Revision Assistance			✓
Assistance to Install NetDAHS Edge™ Software Updates		✓	✓
DAHS Server Rebuild Assistance (Business Hours)			✓
Support Customer's Backup, Spare DAHS Server		✓	✓
Temporary DAHS Server Use While Primary Server is Repaired			✓
Support Changes in Required Third-Party Software	✓	✓	✓
Support New and Revised Federal/State/Local Air Regulations		✓	✓
Support Air Permit Modifications		✓	✓
Support Regulatory-Based System Changes			✓*
Support Non-Regulatory Based Configuration Changes			✓*
Support Configuration Needed for Equipment Changes			✓*



