



205 W. Wacker Dr. Suite 1320,
Chicago, IL, 60606
Phone: (813) 987-2070 Fax: (813) 987-2075

Dear Customer,

A new year is approaching and with the new year comes software upgrades to meet the demands of our ever growing customer base. Effective October 1, 2015, we will be fully integrating Authorize.net as well as Heritage merchant services into K9 Bytes. The credit card integration will meet the new security requirements for vendor/ customer transactions, improve system performance and make your entire Point of Sale system easier to support. As a courtesy during this transition, Heritage merchant services will be matching or beating your current merchant service provider pricing and will be providing free hardware valued at \$250. Customers switching to Heritage will also receive additional discounts to their annual K9 Bytes support agreement.

Prior to 10/01/2015



After 10/01/2015



In the days to come, you will be receiving a call from a customer service representative to discuss your support plan renewal. During this time period, we would like to extend our thanks to you, as our valued customer by offering a **10% early discount for renewing your support agreement prior to October 15, 2015.**

Credit Card fraud is an increasing problem and banks want to minimize this problem by moving away from magnetic-strip cards. Therefore, you will need to switch to an EMV processing device to read the information in the new chip cards. Come October 1, 2015, businesses that do not have an EMV processing device could be **held accountable for fraudulent credit card transactions.** K9 Bytes is ready to support you!

Enclosed is your annual support agreement. We thank you for your continued business and we are pleased to continue working with you.

Sincerely,

Shaun Passley Ph.D.
President
K9 Bytes, Inc.



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Annual Support Agreement 2016

Renewal Contract

Enclosed you will find your annual renewal contract form for January 1, 2016, through December 31, 2016. As you can see, the contract dates have been changed to make it easier for our customers to keep track of when their support plans need to be renewed or changed.

All of us at K9 Bytes Software want to provide the best technical support possible. In order to do that, we require all of our customers to have a current technical support contract in place. For this purpose, please complete the attached Technical Support Agreement and fax it to our support department. This is a simple and quick process. All you have to do is:

1. Fill out the Technical Support Agreement **completely** with the information requested.
2. Fax the form to the number at the top of this document.

**Please keep in mind:*

- *Any alterations to the standard agreement language will void the contract. A notification will be sent to you via fax or e-mail if your agreement is rejected for any reason.*
- *All agreements must have an authorized credit card approved before technical service can be provided.*
- *Please remember to wait until you receive your confirmation before contacting Customer Service and Support.*

We appreciate your business and look forward to providing you with world class software support!

Customer Service and Support Hours:

Mon–Fri 9:00 A.M. –5:00 P.M. Central Time

Please use [the CRM ticket center](#)

This Technical Support Agreement (“Agreement”) is entered into by and between K9 Bytes Software Incorporated (“KBS”) and the customer identified below (“Customer”). This Agreement shall be effective upon the date accepted by KBS as evidenced by KBS’s receipt of an executed Agreement. This Agreement cannot be deferred or postdated for a later start date under any circumstances.

Customers using Third Party tech support are required to submit contact information for that party before any support can be issued.



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Support Plan Offerings

Basic Support Plan

- Voice telephone support Monday through Friday, 9:00 AM – 4:30 PM CT
- Response time assured within 16 business hours
- Help Desk and e-mail support
- Remote support as needed
- Periodic software updates

Standard Support Plan

- Extended voice telephone support Monday through Friday, 8:30 AM – 5:00 PM CT
- Response time assured within 8 business hours
- Priority Help Desk and e-mail support
- Remote support as needed
- Periodic software updates
- 24/7 emergency support
 - 1 incident free of charge
 - \$100 per incident thereafter
- MY TECH Support
 - 1 incident free of charge
 - \$75 per incident thereafter or 15% discount on MY TECH Support incident packages

Premium Support Plan

- Extended voice telephone support Monday through Friday, 8:30 AM – 5:00 PM CT
 - Response time assured within 4 business hours
 - Priority Help Desk and e-mail support
 - Remote support as needed
 - Periodic software updates
 - 2 hours phone or remote assistance for nonsupport issues such as implementation, training, data recovery, and data manipulation
 - 2 IT support incidents for Windows
 - Updates installed remotely by K9 Bytes technical personnel
 - 24/7 emergency support
 - 4 emergency support incidents free of charge
 - \$75 per incident thereafter
 - MY TECH Support
 - 3 incidents free of charge
 - \$75 per incident thereafter or 20% discount on MY TECH Support incident packages
-



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Contract Information

Note that agreement prices are subject to change because renewal charges can change at the end of subscriptions. Technical Support agreement prices for the LITE, PRO, or NET version are different.

Please select an agreement by putting a check mark in the box shown:

Customer Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Shipping Address: _____ State: _____ Zip: _____

Primary Contact: _____

Phone: _____ Fax: _____ E-mail: _____

I have read the support plan offering carefully. Enroll our organization in the support plan indicated below. We agree to the terms and conditions specified herein.

Customers with Heritage Merchant Services pricing

Product Type	Basic	Standard	Premium
Lite	<input type="checkbox"/> \$210	<input type="checkbox"/> \$375	<input type="checkbox"/> \$525
Pro	<input type="checkbox"/> \$335	<input type="checkbox"/> \$515	<input type="checkbox"/> \$675
Net	<input type="checkbox"/> \$365 *	<input type="checkbox"/> \$625 **	<input type="checkbox"/> \$825 ***
Corp	<input type="checkbox"/> \$650	<input type="checkbox"/> \$825	<input type="checkbox"/> \$1450

Non-Heritage Customers Discount Pricing

Product Type	Basic	Standard	Premium
Lite	<input type="checkbox"/> \$250	<input type="checkbox"/> \$425	<input type="checkbox"/> \$600
Pro	<input type="checkbox"/> \$375	<input type="checkbox"/> \$600	<input type="checkbox"/> \$725
Net	<input type="checkbox"/> \$425 *	<input type="checkbox"/> \$700 **	<input type="checkbox"/> \$900 ***
Corp	<input type="checkbox"/> \$725	<input type="checkbox"/> \$900	<input type="checkbox"/> \$1600

* Up to 3 computers are supported under this plan ** Up to 5 computers are supported under this plan

*** No limit, but we recommend you upgrade to Corp because 5+ computers slows the software

Buy additional MY TECH SUPPORT Incident Packages at a discount based on the support plan you selected.

Package	Basic	Standard	Premium
3	<input type="checkbox"/> \$202	<input type="checkbox"/> \$191	<input type="checkbox"/> \$180
5	<input type="checkbox"/> \$338	<input type="checkbox"/> \$309	<input type="checkbox"/> \$291
10	<input type="checkbox"/> \$640	<input type="checkbox"/> \$605	<input type="checkbox"/> \$570

Total Due \$ _____

Pay by check made out to K9 Bytes Inc. -or- Credit card (see attached form)
Remit to: K9 Bytes, Inc., 205 W. Wacker Dr., Suite 1320, Chicago, IL 60606



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KBS shall provide technical support services to Customer by answering questions and providing assistance specifically regarding the operation of Customer's registered copy of K9 Bytes Software and applicable add-on products. Technical support is limited to providing assistance for the installed version of all related products. Technical support provided may include, but is not limited to, troubleshooting of an issue and providing resolution when available. It does not include network configuration, operating systems issues, or computer hardware problems. If it is determined that data corruption is causing the problem, technical support personnel may suggest that file repair be done; however, a backup will be required in this case. Backing up daily to different drives and taking backups off-site regularly is the responsibility of the Customer. Training for the K9 Bytes Software applications **is not** covered under this Agreement, but it might be available for a separate fee.

Customer understands that KBS's sole obligation under this Agreement is to provide the technical support services described above. KBS shall use commercially reasonable efforts to correct a problem the Customer may be experiencing, but KBS does not guarantee any support provided under this Agreement will be sufficient to do so. KBS cannot guarantee that any call will be answered or that any problem resolution will be completed in a set amount of time. Customer understands that KBS will keep Customer's data to which it has access during problem resolution secure and confidential in accordance with KBS's obligations under the Health Insurance Portability & Accountability Act.

KBS's technical support staff will provide services consistent with the standard of care generally accepted within the industry for such services. IN NO EVENT SHALL KBS BE RESPONSIBLE FOR DAMAGES OF ANY NATURE, EXCLUDING THOSE CAUSED BY KBS'S GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT ARISING FROM OR IN CONNECTION WITH THIS AGREEMENT INCLUDING, WITHOUT LIMITATION, ANY DIRECT, SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES.

It is understood that this Agreement is nonrefundable and nontransferable, and any disputes or requests for reimbursement of supported software must be sent in writing to KBS within 30 days from the original date of purchase of such software. KBS will have 30 days from receipt of any dispute letter to investigate and reply to Customer with its findings. All such findings and conclusions will be considered final.

KBS shall have the right to immediately terminate this Agreement if Customer breaches any of the terms or conditions of this Agreement, including but not limited to nonpayment of any fees owed to KBS by Customer under this Agreement or under any other agreement between the parties. Customer must remain in good standing at all times with all outstanding invoices paid in full and in a timely fashion. Upon termination, Customer shall not be entitled to any refund for the remaining period of the Agreement, if any.

By signing below, Customer acknowledges and agrees to these conditions:

Facility Name: _____

Authorized Signature: _____ Date: _____

Customer's Name: _____

Customer Title: _____



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Credit Card Information

FIRM NAME _____

NAME AS IT APPEARS ON CARD _____

PLEASE CHECK ONE: () Visa () MasterCard () American Express

CREDIT CARD NUMBER _____

EXPIRATION DATE _____

INVOICE NUMBER _____

CARD HOLDER BILLING INFORMATION:

CARD HOLDER NAME _____

STREET _____

CITY _____ STATE _____ ZIP CODE _____

I, _____ AUTHORIZE K9 Bytes TO

CHARGE MY CREDIT CARD FOR THE TOTAL AMOUNT \$ _____

SIGNATURE _____ **DATE** _____

Fax to: (813) 987-2075

KBS Official Use ONLY

Received date: _____ Received by: _____

Customer's name: _____