

CHES

Offsite Support

CHES "Offsite" Support Plans

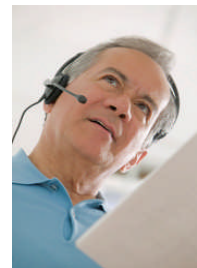
After onsite with your staff has concluded, CHES offers "offsite" support so your questions and concerns are answered. In an effort to provide timely support to our customers, CHES offers the following "per user" support plans.

Support Plan	5 Day (Business Week)	7 Day (Full Week)	7 Day PLUS (With evening/ weekends)
3 month	\$ 99.00/profile	\$199.00/profile	\$299.00/profile
6 month	\$149.00/profile	\$249.00/profile	\$349.00/profile
12 month	\$279.00/profile	\$379.00/profile	\$479.00/profile

CHES also offers "pay as you go" services. Phone support is \$24.95/incident and Email support is \$19.95/ incident for up to 15 minutes. Phone training is \$95/ hour. Customers call CHES, review the issue and select their support option. Customers can "schedule" their support calls just like training appointments.

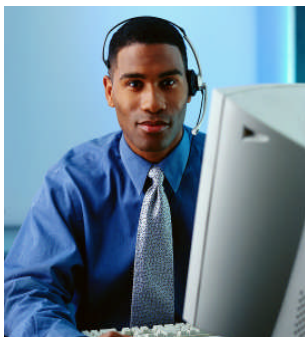


Support plans purchased with onsite training, software or accessories may be **discounted further**. Multi-user support plans for larger and non-profit organizations are also available.



Provision of Support Plan Services:

CHES makes every effort to keep support costs minimized; however, there are limits to support via the phone/email. When necessary, CHES will recommend onsite services to resolve technical or training issues that go unresolved for more than three phone calls or email messages on the same issue.



For all onsite consultations, training or support services, CHES provides an itemized quotation. Customers may accept or decline CHES recommendations. CHES offers "scheduled" support calls—particularly to customers outside the 614 area code. Support is offered during regular business hours, M-F from 8 a.m. to 6:00 p.m. EST.