LEVELS SUPPORT TERMS & POLICY
(INCLUDING MATERIAL RETURN PROCESSING)

The terms set out in these Conditions of Support ("Agreement") shall apply to the product and services we provide to resolve your software, hardware and/or any accessories ("Equipment").

Reference to "us", "we" and "our" refer to VisioLogix Corporation and references to "you" and "your" are references to you, the person addressed on this form.

Support level is the extent of technical assistance provided for VisioLogix product and services to our valued customers. Support is usually divided into up to four levels: level 1, level 2, level 3 and level 4. The support level is based on the complexity of support provided. Our Partner usually handles level 1 and Level 2. If you have direct support with VisioLogix, we will handle all level support.

Level 1 Support: Our specialists solve basic customer issues and have a general understanding of the product and services. We gather customer information, analyze symptoms and determine the basic problem(s). Level 1 solve about 80 percent of user problems, including such issues as:

- Is the PC or Monitor on?
- PC not able to connect or run the software
- Is it a hardware or software issue?
- Verification of hardware and software setup
- Process RMA through our help desk system
- Menu navigation

Level II Support requires troubleshooting capabilities beyond the Level1 employees. VisioLogix Level 2 technicians have specialization and will determine which specialty best matches the customer's needs before helping him. If their technical specialization is one that can help the customer, the tech then determines whether this problem is a new issue or an existing one. Advanced diagnostic tools and data analysis may be done at this point. Level 2 solves most problems beyond Leve 1 support such as:

- Problems or resetting with usernames and passwords
- Change system settings based on Customer requests
- Installation, reinstallation and uninstallation issues
- Browser compatibility issue
- Operating systems (OS) level support to determine if the OS or network causing the problem
- Resolve issues: can't print, can't access files, the browser keeps crashing
- Walk customer through the resolution

If a customer experiences a new issue, further analysis has to be done to see if it can be dealt with. Level 2 Tech would then explain to the customer how to fix their issue. However, if the tech cannot fix the problem at this tier, the problem goes to Level III. At Level III, the problem is assigned to a developer at the company responsible for the product.

Level III Support requires a one of our developer who has specialized skills over and above the work the techs do in Level II. VisioLogix assigns specialists involved in product development, so they deal with complex issues. To solve the problem, they will collect as much data as possible from the employees at Level 1 and 2.

Sometimes this involves getting the Operating System (OS) crash dump report when an application stops working. Sometimes fixing the problem includes a more in-depth analysis of the operating system. Fixing the problem may require a Windows update.

Level IV Support involves multiple vendors to troubleshoot and resolve the issue. For instance, if the matter consists of another application and involves fixing the problem at the OS level provided by another company, we request support from all the vendors involved through our Customers guidance.