

HEAT Gold Service Package

SMA's HEAT Gold Service Package (GSP) is designed to provide HEAT customers ("Customer") with a cost-effective solution to optimize and enhance their system on a regular basis.

The GSP includes remote telephone/web-based support, attendance in our eClasses at no charge, and attendance in SMA's public training classes on a discounted basis. Specifically, the program includes:

Free Attendance in Web-based HEAT eClasses

These classes focus on a variety of topics geared towards leveraging HEAT's powerful features, implementing best practices, and taking HEAT to the next level. Up to two (2) people from Customer's organization may attend each eClass.

Up to Two (2) Hours of Remote Services Every Month

These services will be provided via telephone and/or remote control during the hours of 9:00 am and 5:00 pm EST. SMA will be available to assist with questions related to system implementation, customization, and reporting. These services are designed to supplement, not replace, the regular maintenance and support provided by FrontRange Solutions. Customer must be current on maintenance with FrontRange in order to participate in GSP.

During times when support consultants are assisting other customers, we will provide a voice message box and return Customer calls in the order received.

Discounts on Training

Customer will be able to attend our public training classes at 10% less than our regular fee (per attendee). Classes may include HEAT training, IT service management workshops, and Crystal Reporting and others that may be included in the GSP package in the future.

Pricing

The cost of this service is \$395* per month for a minimum of six (6) months, prepaid. Services will begin on the first of the month following receipt of payment unless otherwise requested. Either party may cancel this contract with 30 days notice after the initial 6 month term. Unless cancelled, customer will be billed on a monthly basis at the rate of \$395.

Remote services time in excess of 2 hours per month will be billed at \$200/hour or part thereof (regularly \$225/hour). Remote services not used during a calendar month cannot be rolled over. Remote services time is recorded in minimum of 15 minute intervals and cannot be used for project work or regular implementation services.

Acceptance

Organization Name	
Authorized Contact	
Signature, Date	
Start Date	

Please FAX this acceptance to (914) 686-8336