

SERVICES & SUPPORT

A. Customer Service & Support With Purchase:

1. Technical Support for System Installation

Our IT personnel will provide assistance by telephone or email as needed, free for 30 days from date of purchase; to ensure that ZeraWare is installed satisfactorily.

2. Customer Support for Process Applications

Customer Service assistance with any question about ZeraWare is free for as long as you are using the software; by e-mail 24/7 or telephone 9:00 AM to 5:00 PM EST.

3. Safety Applications Support

A Certified Safety Professional will provide assistance regarding safety management applications of ZeraWare for free by e-mail 24/7 or telephone 9:00 AM to 5:00 PM EST; for 60 days from date of purchase.

B. Optional Services – Fee Based

1. Customize ZeraWare

- Text or features of ZeraWare can be changed to suit specific needs or preferences.
- A custom tailored version of ZeraWare will be produced prior to installation.
- Special installation arrangements for network systems that are not the norm.
- A Customization Request Form can be obtained from Customer Support.

2. Subscription Service Package - one year, renewable

- Free ZeraWare upgrades.
- Free Technical Support beyond 30 days from purchase.
- Free OSHA injury/illness recordkeeping updates.
- Free Safety Application Support beyond 60 days from purchase.

3. On Site Training

A ZeraWare associate will come to your workplace to provide training and instructions on how to use all of ZeraWare's features and functions.

4. On Site Safety Application Consulting

A ZeraWare C.S.P. will come to your workplace to help integrate ZeraWare with your safety management process. We will work with you to determine the most productive application of ZeraWare that will meet your needs and establish a sound safety system.

5. On Site Technical Support

Our computer experts will come to your workplace to assist with operational issues.

6. Safety Meeting Guides

50 topics for conducting employee safety talks and training.



INFO@ZERAWARE.COM

716-632-5087

WWW.ZERAWARE.COM

CDHCB5 @FEE BASED SERVICES

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|--|-----------------------------------|
| 1. Customize ZeraWare: | \$ 125 / hour |
| 2. On Site Training: | \$ 600 / day plus travel expenses |
| 3. On Site Process Application Consulting: | \$ 600 / day plus travel expenses |
| 4. On Site Technical Support: | \$ 800 / day plus travel expenses |
| 5. Off Site Technical Support – after 30 days: | \$ 25 / contact |
| 6. Off Site Safety Process Support – after 60 days: | \$ 25 / contact |
| 7. ZeraWare Upgrade:
(Cost will vary according to the magnitude of the upgrade)
(No cost for upgrades that correct a glitch)
(Volume Discount for multiple computers) | \$ 0 - \$ 250 per computer |
| 8. OSHA Injury/Illness Report Forms Upgrade
(Cost will vary according to the magnitude of the upgrade)
(Volume Discount for multiple computers) | \$ 0 - \$ 250 per computer |
| 9. Annual Subscription Service Package:
(Volume Discount for multiple computers) | \$ 150/year for one computer |
| 10. 50 Safety Meeting Guides | \$ 330 Total (plus NYS tax) |
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SERVICE DEFINITIONS

1. Customer Support:
 - a. Information that does not relate to computer system operational problems by the client.
 - b. User Guide interpretation and explanation.
 - c. Reporting any kind of problem.
 - d. Questions about using features and functions: "How do I do this?"

 2. Technical Support:
 - a. Resolving computer or system problems.
 - b. Resolving installation problems. Printing problems. Network function problems.
 - c. One "Technical Support Contact" can be one or more phone calls or e-mails regarding technical help, up until a Tech Support Associate's final reply or resolution about a computer or network or operational problem.
 - d. A new "Technical Support Contact" is a phone call or e-mail request for technical help after a Tech Support Associate's final reply or resolution of the problem. If the same problem occurs again, it is a "New Contact" if not reported by phone or e-mail within 5 days of a Tech Associate's final reply or resolution of the same problem.

 3. Safety Application Consulting:
 - a. Questions about safety program applications for ZeraWare.
 - b. How to integrate ZeraWare into a client's Safety Program.
 - c. Safety Management questions or issues.
 - d. Using ZeraWare to address safety problems.

 4. OSHA Injury/Illness Recordkeeping Updates
 - a. We monitor OSHA regulatory changes.
 - b. We monitor OSHA – BLS Survey form and procedure changes.
 - c. Update ZeraWare OSHA recordkeeping forms and procedures for clients.

 5. ZeraWare Upgrades
 - a. Changes in forms, text or process.
 - b. Improvements in functions.
 - c. Fixing glitches.
 - d. Does not include the addition of a new module.
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