



Computer World Inc. Annual Software Support Agreement

Computer World now offers several levels of software support to assist with keeping the cost of running your restaurant lower while making sure all your software issues are taken care of quickly and efficiently.

Our Software Support Agreements includes assistance with Aloha POS and Aloha EDC problems such as:

| | |
|--|--|
| <ul style="list-style-type: none"> ○ Aloha issues including but not limited to: <ul style="list-style-type: none"> – End of day not processed – Help with adding new items or employees – PCI Security Standards password changes – Reporting – Other software issues | <ul style="list-style-type: none"> ○ Problems with EDC such as: <ul style="list-style-type: none"> – Credit cards not processing – Patches that will not settle – Tips not entered – Duplicate batches – Other credit card issues |
| <ul style="list-style-type: none"> ○ Assistance with Aloha Guest Manager ○ Aloha Takeout ○ Orderman Handhelds ○ Other Radiant provided software solutions | <ul style="list-style-type: none"> ○ Fingerprint scanners ○ Order Confirmation Displays ○ Labor Scheduler |

Issues pertaining to the Aloha Hosted Solutions family of products (Stored Value, Loyalty, Restaurant Guard, Pulse, Insight, etc.) will be directed to Aloha support. [1-800-79-ALOHA](tel:1-800-79-ALOHA) or support@alohaenterprise.com.

Exceptions to Support Agreement with No Coverage

- Major database changes/additions, Computer World will only provide training for manager to implement
- Problems with any computer that Aloha is not installed on
 - Workstations
 - Camera systems
 - Sound systems
- Assistance with third party software not sold by Computer World
 - Microsoft Office
 - iTunes
 - Data Backups
 - Electronic Signage
 - QuickBooks
- Virus, spyware, malware removal on any computer, Aloha or otherwise
- Issues arising from acts of nature including fire, hurricanes, lightning, power outages, tornadoes, and floods

Terms and Conditions

- Software support plans are only for customers running Aloha version 6.7 and above. The software version can be found in Aloha Manger under Help and About. If you are running a version lower than 6.7 please consider upgrading. Remote support to lower versions will be cut off on January 1st, 2021 due to PCI compliance reasons and all support will have to be done over the phone and on site.
- Upgrades to the Aloha Software version are not included when moving up to a higher version than what the site is eligible for, this will be invoiced separately.
- No software maintenance plan will make you PCI compliant, this requires that many separate factors are met from a broad security standpoint.
- Software support will start the day payment is received and will expire 1 year from that date.
- Payment can be in the form of a check either mailed to the office, dropped off at the office, picked up by a Computer World employee (if local), or by credit card.
- If desired to pay with a credit card a 4% processing fee will be added.
- Quarterly and bi-annual provisions can be made on a case-by-case basis and may have an extra cost Involved.
- If a renewal payment is not received within 30 days after the invoice date, support maintenance will be terminated and you will be billed with the standard labor rate for any and all calls.
- Once a renewal payment is received 1 year support will start from the expiration date and any invoices accrued in the time lapsed will be voided.

All Service Support Agreements are effective January 1st – December 31st (of the current year). If a response to this form is not received by March 1st (of the current year), Computer World will assume no software maintenance plan was desired and will bill for any and all calls at our standard labor rate.



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Standard Rates for Labor and Travel

| Day/Time | Labor | Travel |
|--|------------|--------------|
| Monday – Friday, 8AM – 5PM | \$110/Hour | \$65/Hour |
| Monday – Friday after 5PM, all day on Weekends | \$165/Hour | \$97.50/Hour |

Software Maintenance Plans (Choose One)

| | | |
|--------------------------|---|--|
| <input type="checkbox"/> | Level 1: \$1,500* *Plus Local Sales Tax | <ul style="list-style-type: none"> ○ 24/7 Aloha Software ○ 24/7 Computer World Help Desk ○ Complimentary Labor on installation of new or RMA terminals, servers and printers purchased from Computer World only |
| <input type="checkbox"/> | Level 2: \$1,200* *Plus Local Sales Tax | <ul style="list-style-type: none"> ○ 24/7 Aloha Software ○ 24/7 Computer World Help Desk ○ Labor related to hardware issues will be billed separately at our standard rates |
| <input type="checkbox"/> | Level 3: \$800* *Plus Local Sales Tax | <ul style="list-style-type: none"> ○ Monday – Friday, 8AM–5PM Aloha Software ○ Monday – Friday, 8AM–5PM Computer World Help Desk (All calls Monday – Friday after 5pm, and all day on the Weekends will be billed at standard rates) ○ Labor related to hardware issues will be billed separately at our standard rates |
| <input type="checkbox"/> | No Software Maintenance Plan | <ul style="list-style-type: none"> ○ All calls to Computer World will be billed at our standard Labor rates ○ Labor related to hardware issues will be billed separately at our standard rates |

Software Support Agreement

I, _____ of _____ agree to enroll in the software maintenance plan chosen above, (or refused a software maintenance plan) with Computer World.

I agree to pay for the above software maintenance plan by:

- Check mailed to the office at: Computer World Inc., PO Box 490, Scott, LA 70583
- Check or cash picked up by a Computer World employee (call to make arrangements)
- Check or cash dropped off to the Computer World office
- Credit card called into our office telephone at: 1-800-256-1426

Please add sales tax to the total.

Once filled out this form may be sent to Computer World by:

- Email at service@computerworldinc.net
- Fax at 337-234-4012
- Verbal at 1-800-256-1426
- Mail to: Computer World Inc., PO Box 490, Scott, LA 70583

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