



Computer Systems for the Construction Industry

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Service Definitions

J. Knutson & Associates, Inc.

Contractors Software Group's products are distributed and supported through J. Knutson & Associates, Inc., one of the largest suppliers of construction software in the country. We pride ourselves in providing superior products and backing up those products with superior support and training.

Contractors Software Group Software Maintenance

This is the agreement through Contractors Software Group that ensures that your software stays state-of-the-art and up-to-date. These updates include things like program enhancements that allow you to run your software with the most current computer operating systems available, new features that users desire, government accounting law changes and more. We require you keep this contract up-to-date by paying the nominal yearly maintenance fee so we may continue to provide you support on the latest versions.

Contractors Software Group's Online Knowledgebase

Knowledgebase is an online portal for answers to frequently asked questions. It is accessible via the Customer page on the Contractors Software Group's website @ www.csgsoftware.com. It is available 24 hours a day and 7 days a week for those that are on a yearly maintenance and/or support agreement. Contact CSG Support at 651.777.7716 Ext. 2, 2 to receive your access code today!

J. Knutson & Associates, Inc. Software Telephone Support

We have an in house telephone support staff. Examples of topics you may seek support for are things you have been trained on but need further clarification on down the road such as:

- *Accounting *Estimating *Scheduling *SalesBuilder *Error codes
- *Assistance loading updates *Help when your key user goes on vacation

Please see the enclosed CSG Telephone Support Agreement for more specifics on this contract. If you do not choose the yearly agreement, calls are billed on an hourly basis at our current applicable rates.

J. Knutson & Associates, Inc. Training Department

Our professional trainers can train over the phone, onsite at your office, or in house at our office. Scheduled training is recommended for the detailed procedure of setup on your system and for learning and understanding daily procedures. We also recommend advanced training after you are comfortable with your system to cover enhanced features that give you the cutting edge for tracking your information. Scheduled telephone training rates are billed on an hourly basis. See attached sheet on onsite training costs. Our trainers are responsible for their own billings at the end of each training session, so we thank you in advance for having their payment ready when they have concluded your training session. The hourly rate covers individualized training and may include as many individuals from your organization as you would like. We also provide group classes at reduced rates through out the year. Customers that are on telephone support receive discounted rates off these classes.

J. Knutson & Associates, Inc. Hardware Sales & Service

Our Technical Department services, repairs, and sells hardware and operating systems that are guaranteed to work optimally with the software you have purchased from us. Contact our Technical Department to discuss recommended equipment, backup programs and procedures. Our technical services are billed out at the current applicable rates

Supplies & Forms

For your convenience, J. Knutson & Associates, Inc. Inc. offers the option of ordering your checks, forms, tax forms, and envelopes through us. We guarantee these items will work with your new CSG system. Your welcome packet also includes all the required information for you to easily order these items through J. Knutson & Associates Inc.

Implementation & Training Services

JKA Telephone Support -

You can invest in a yearly telephone support agreement or be billed on an hourly basis of \$150.00 per hour with a one-hour minimum.

JKA Hardware Installation & Support -

Is billed on an hourly basis of \$150.00 per hour with a ½ hour minimum.
(See below for additional onsite charges)

JKA Consultation, Implementation/ Training -

Scheduled consultation, implementation/training rates are billed on one of our prepayment options or on an hourly basis of \$150.00 per hour. Training can be done over the phone via Internet or onsite. (See below for additional onsite charges)

Travel -

Travel time will be billed at \$60.00 per hour.
This fee includes time traveling in automobile or by air.

Mileage -

If we need to drive to your location the client will be billed per mile based upon the current maximum allowable IRS mileage rate. Mileage is charged according to round-trip distance as determined from J. Knutson & Associates Corporate office to the client's site. Mileage rates are charged for travel by automobile only.

Hotel/Motel -

If overnight stay is required, the customer is responsible for arranging and paying for the hotel/motel accommodations for the trainer.

Airfare -

The client is responsible for arranging and paying for the cost of airfare in lieu of travel by automobile.

Car Rental/Cab Fare -

If we need to travel by air, the client is responsible for making car rental arrangements or other transportation arrangements for the trainer. The client is also responsible for paying for expenses.

Meals -

The client is responsible for the reasonable cost of meals and other related expenses during the trainer's stay.

Telephone Support Agreement

Covered Services

- Support calls (note exclusions) - Weekdays 8 AM to 5 PM Central Time
- Priority response (vs. non-contract customers)
- Support questions on the operation of standard CSG software
- Resolution of support codes and program errors
- Update assistance for client server, 1 work station and 1 terminal service explanation
- Response to support faxes and e-mail messages
- Discounts on advanced training classes and seminars
- Quarterly newsletter with information on CSG software and User Tips

Prerequisites -

- Initial training by a certified CSG trainer
- Business grade Internet connectivity
- Daily backup of CSG files required
- Person on staff who is knowledgeable in the operation of modem and backup systems
- One of the following operating systems: Window 2000 Pro SP4, Windows XP Pro SP2, Windows Vista Ultimate, Business, Enterprise

Exclusions (Non-covered services) -

- Customized report formats & changes in forms
- Accounting procedures/issues as opposed to CSG procedures
- Support on backup systems (i.e. backing up or restoring data)
- Reinstallation of software required by changes in hardware
- Support for hardware, network or operating systems (Available at additional cost)
- On-Site training or telephone/internet training
- Demonstrating or explaining use of new features

Support Services Available at Additional Cost (Call for details) -

- After-hour and weekend support (by appointment)
- Custom software changes
- On-site support or training (by appointment)
- Consultation for, and preparation of, procedure manuals
- Data Conversion Services
- Software sales & installation
- Phone training (by appointment)
- Training on the use of MS Access or Excel for CSG reporting

J. Knutson & Associates reserves the right to charge for a support incident if the customer does not have a recent backup. If support calls indicate a need, we may suggest additional training. Non-contract rates are \$150 per hour with a \$75 minimum charge per incident.