



RDP Support Services & Update Agreement

Resort Data Processing, Inc. (RDP) strives to provide highest quality technical support to our customers. RDP provides 60 days support with all new systems. After 60 days, a support services and update agreement must be purchased to continue the support relationship. Support services are sold and renewed for a one year period and are subject to this agreement and all provisions of the "Terms and Conditions of Your License". The terms of this support services agreement cover web-based support via the support.resortdata.com website & product updates to the modules purchased.

LIMITATIONS OF SUPPORT SERVICES

RDP software is distributed and licensed "as is". RDP does not provide product technical support, product enhancements or bug fixes unless a support services agreement is purchased and renewed yearly. RDP will provide support service which is limited by the provisions below:

- RDP prioritizes support requests, addressing critical issues first. Average response time to critical issues is targeted at one hour. Most issues are fixed quickly, some take longer. RDP makes a "best efforts" attempt to address all issues quickly and correctly. RDP makes no warranty, express or implied, relative to advice and suggestions. Therefore, in no event will RDP be liable for resulting direct, indirect, incidental, or consequential damages. You are responsible for the consequences of the RDP suggested implementation.
- Issues directed to RDP support must be limited to the direct operation of the RDP product. While RDP allows reasonable latitude in the issues addressed, it is solely the right of RDP to determine which issues fall into the realm of the direct operation of RDP's products.
- The customer is allowed one primary and one secondary contact to initiate support services. For example, a new front desk employee cannot contact RDP support directly.

TERMINATION OF SUPPORT SERVICES

RDP reserves the right to terminate the support agreement at any time. If RDP terminates the support agreement you will be refunded any pre-paid amount on a pro-rated basis. However, should you elect to terminate this agreement, any pre-paid balance is forfeited to RDP as a retainer fee. This applies to both standard hours support and after hours support.

REMOTE ACCESS TO YOUR SYSTEM VIA INTERNET

RDP uses the Internet to connect to your system as part of the support services, using the WebEx product. To maintain this support services agreement the customer must provide a high-speed internet connection and allow remote access to RDP support employees using WebEx.

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PASSWORD TO ADMINISTRATOR ACCOUNT

RDP support often involves troubleshooting hardware and Microsoft security issues. RDP support may require the administrator password to any computers running RDP software.

BUSINESS SUPPORT HOURS, HOLIDAYS & AFTER-HOURS SUPPORT

RDP support services are provided during business hours, excluding weekends and holidays. A current list of holidays is available at www.resortdata.com. Business hours are from 7:00 am to 6:00 pm, Mountain Standard Time. Business hours support is closed at 3:00 pm on Wednesdays for internal RDP training.

If a support services agreement is purchased, you may also purchase after-hours emergency support, available 365 days a year on a "per-call" basis. After-hours support is limited to issues of an "emergency nature". RDP allows considerable latitude when determining what an emergency is, however we do not want our after-hours support personnel working on a minor problem for one customer when another customer may have a critical issue to solve.

SUPPORT PRICE INCREASE FOR NEW MODULES & INTERFACES

This support services agreement covers all RDP modules you have purchased. To view the installed modules start RDP and pause at the "system login" screen. Your installed modules are displayed.

- If new modules are purchased the yearly support price may be increased. For a list of new modules, see www.resortdata.com.
- Fees start at \$1,000 each time any interfaces are changed to another provider. This includes, but is not limited to, interfaces to Credit Card Processors, Point-of-sale Vendors, PBX systems, etc.
- The price for support services may increase at the end of a given agreement. However there have been only two increases since 1981.

PRODUCT UPDATES AVAILABLE FROM WWW.RESORTDATA.COM

The support services includes product updates with bug fixes, enhancements, product design changes, and new documentation for modules already purchased. While RDP attempts to preserve all existing features in product updates, some product updates may eliminate or change existing features.

New products and modules announced by RDP are NOT included as part of the support services update process unless these new modules are purchased separately by the customer.

RDP maintains an extensive support website at <http://support.resortdata.com>. The information on the website is covered by the terms and conditions of this support services agreement. Documentation on new features and availability of product updates is posted on the website. Customers should review the website for notification of updates and other news. Valid support services agreement entitles customers to download product updates for purchased modules.