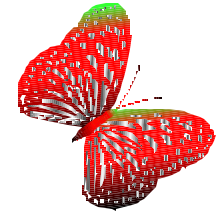


TRACT

TORONTO RIDE ACCESSIBLE COMMUNITY TRANSPORTATION



Support Network Guidelines

www.paradigmtechcorp.com



Support Network Guidelines



PARADIGM TECHNOLOGIES CORP.

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Date: 10/01/2006

The TRACT Support Agreement (TSA) supports the TRACT product. It does not cover any network, software or hardware requirements, limitations or malfunctions experienced by any of its organizations or agencies where TRACT will be installed. It is assumed that all workstations and network operating systems are maintained at operational levels under a separate agreement.

The TRACT support agreement (TSA) offers a variety of support options to help you get the most out of TRACT. Whether you want to use our free information resources or get personal, one-on-one advise....we can help.

■ Frequently Asked Questions

Created by our team of experts, our knowledge base puts quick, accurate technical help at your finger tips— free of charge. Use the web site, www.paradigmtechcorp.com to get helpful information and advice

■ TRACT Manual

Created by the TRACT Support team we have put together a color manual. This manual is included with all TRACT editions. Paradigm can only distribute the manual for the current copy of TRACT. Any previous editions at the time of request will not be honored. The cost for an additional user manual is \$300.00 per each.

■ Annual TRACT Support Program

The annual TRACT support program includes the following:

- Access to the Paradigm Website for a T.R.A.C.T page for Support New, Broadcasts, Frequently asked questions, known bug lists and enhancements.

- T.R.A.C.T maintenance releases.

- T.R.A.C.T User manual (hard copy) and online (embedded within the product).

Telephone Support for a coordinator at each agency. Available support hours are Monday to Friday from 9:00 a.m. - 5:00 p.m. EST. Unlimited incidents per year.

- Priority response from a T.R.A.C.T trained Paradigm Staff member.

- Priority e-mail response.

- To consult and partake in the development of T.R.A.C.T with the Toronto Ride Partnership Program.

- Monthly T.R.A.C.T Checkup call to provide proactive support.
- Access to our Toll Free number.

- To provide assistance to implement policies and procedures around support for T.R.A.C.T.

- Access to our toll free number for support

- After business hours emergency access number

The monthly support cost for the provider application and the broker application is \$200.00 per month per division or unit.

The monthly support cost for the Web application is \$5.00 per month per user.