

CUSTOMER SUPPORT AGREEMENT

RealSupport LLC (Contractor), and _____, (Customer), enter this agreement on this _____ day of _____, 2003, for the services to be provided on the terms and conditions as specified herein.

Support services are generally in the nature of consulting for computer hardware and software issues, configuring systems and networks in Windows environments. These services do not include supplying software, writing software code, or offering virus protection. The services to be provided in this instance consist of:

Any additions to or extensions of the services described above or subsequent service calls requested by customer or necessary for proper functioning of the system shall be subject to the terms and conditions of this agreement. Customer is responsible for purchasing all software licenses for installed software and agrees to abide by the terms and conditions of such licenses.

Services shall be warranted with this limited warranty. Should a problem occur within 7 days from the date of service that results from the services performed and that is not the result of a virus, hardware, or software defect, contractor shall correct said problem, if it is reasonably possible to do so, at no additional charge. If it is not reasonably possible to correct said issue in contractor's sole discretion, contractor may refund fees charged up to a maximum of the amount paid by customer. Contractor shall have no liability for any actual or consequential damages caused by said problem or the provision of services.

Contractor is an independent contractor and shall be responsible for all payroll taxes, workers compensation coverage or insurance, if any. Services shall be provided to customer at a rate of \$100.00 per hour, plus travel expenses and cost of materials. Increments of less than one hour shall be rounded to the nearest 1/2-hour. Payment is due upon receipt of invoice. Payment not received within 10 days may be subject to a re-billing fee of \$40 and should contractor reasonably believe that assistance in collection is required additional reasonable attorney's fees and costs of collection may be assessed by contractor.

Support services shall be provided during normal business hours, weekends and holidays excluded. Should contractor agree to provide services outside these hours such services shall be subject to an enhanced fee of \$135.00 per hour.

In the event there is a dispute arising under this agreement the parties shall be required to seek mediation of the dispute by a qualified mediator prior to initiating any litigation for resolution of the dispute.

REALSUPPORT, LLC

Customer Name and Date

By: Daniel Ahlers, Owner
