



Accent Electronic Controls Inc.

# INFOBITE SATISFACTION ASSURANCE PLAN (ONTARIO)

## WHAT IS IT?

The *INFOBITE* Satisfaction Assurance Plan (**ISAP**) includes:

1. All necessary training and technical support so you and your staff can easily use the *INFOBITE* application.
2. Software updates that ACE releases from time-to-time to enhance the functionality of *INFOBITE* or to address issues brought by changes to computing environments (i.e. changes to Windows™ operating systems, Internet browsers and the Google Maps™ web service that generates maps).
3. Access to ACE’s technical staff to diagnose software, computer and networking issues that may affect the *INFOBITE* system. Most of this support is performed over the phone or by using remote access to the computers that run your *INFOBITE* system.

## WHY DO I NEED IT?

Staff that do not use *INFOBITE* frequently may on occasion need some guidance and training. More importantly, the computers and networks that you operate to use *INFOBITE*, sometimes fail or their configurations may get modified in ways that inadvertently interfere with *INFOBITE*. Having proven to be very robust and reliable over the years, *INFOBITE* nevertheless depends on your computing environment, which is beyond ACE’s control. With ISAP, ACE will be there to you ensure the long-term value of your investment and your satisfaction with *INFOBITE*.

## HOW DO WE OBTAIN ISAP AND HOW MUCH DOES IT COST?

ISAP is included for the first 12 months of licensing a new *INFOBITE* GPS system at no extra cost. After 12 months, ISAP is offered for a minimal annual fee as follows, based on your server license:

<b>Up to 5 vehicles:</b> \$500	<b>Up to 10 vehicles:</b> \$800	<b>Additional 10 vehicles:</b> \$200
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Note: Notifications of the expiry of ISAP license will appear in the *INFOBITE* application 30 days prior to expiry. As a further reminder, some advanced *INFOBITE* features, such as temperature maps and location searches will be disabled after ISAP has expired.

To renew ISAP, either contact your ACE representative or sign and return to your representative the Automatic ISAP renewals authorization form below. ACE will annually issue an invoice and supply you with a new software license that reflects the new validity period of your ISAP.

## ISAP AUTOMATIC RENEWAL AUTHORIZATION

Customer Name:		
Authorized Representative:	(print name)	
Signature:		
Date (mm/dd/yy): ___ / ___ / ___	Phone: (____) ____ - ____	Email:



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## FREQUENTLY ASKED QUESTIONS

**Q:** What if ISAP is not renewed?

**A:** *INFOBITE* will function minus the temperature maps and the location search capabilities.

**Q:** What happens if we renew after the expiry date?

**A:** You can renew ISAP up to 60 days after its expiry at the renewal rate shown above. Beyond 60 days, support will be available on an hourly fee basis or ISAP may be renewed for a fee equivalent to that of an initial license.

**Q:** How does the renewal get processed?

**A:** ACE will supply you with a new license file that must replace the original license file on the computer that runs your *INFOBITE* server application. ACE staff can assist you with this process or do it for you if remote server access is available.

**Q:** Will the cost of ISAP change?

**A:** ACE is committed to delivering ISAP for the long term as an affordable mean of ensuring customer satisfaction. Customers who have signed-up for automatic renewal will be advised of any price change a minimum of 30 days in advance of their renewal.

**Q:** What will happen when we add other options to the Infobite license that are subject to annual fees, such as increasing the size of the fleet or features like the OSCAR Road patrol application, and the renewal dates do not correspond?

**A:** ACE and its application partners (where applicable) will pro-rate one or the other service to synchronize and align the different expiry dates.

**Q:** What is the support response time when we need assistance?

**A:** ACE and its application partners will endeavour to respond to support requests within 24 hours during regular business days. Having agreed to allow ACE technical staff remote computer access to the computer that hosts your *INFOBITE* server application may reduce response time.

**Q:** Is remote computer access safe and secure?

**A:** ACE technical staff will be happy to work with and consult your own computer support staff to ensure compliance with your security practices and policies and does not suggest that you alter them in any way. ACE uses only secure and industry-recognized methods to remotely access your computer systems and only authorized ACE technical staff will ever be granted the information necessary to access your computers. Further, ACE's staff will only interact remotely with *INFOBITE* related software files and computer configurations, nothing else.

**Q:** Who and how do I contact ACE to get help with *INFOBITE*?

**A:** Your ACE representative is the best point of contact for assistance. If your representative is unable to diagnose and solve the problem, ACE will assign additional technical resources to ensure prompt resolution. You can also at any time request assistance by emailing details of your issue at: [aceupportdesk@gmail.com](mailto:aceupportdesk@gmail.com)

## NOTES:

ACE reserves the right to amend the terms and pricing of this plan at any time, subject to a 30-days' notice for automated renewals. ACE does not provide any service availability guarantee for the *INFOBITE* application as it is dependent on computing and network environments beyond its direct control as well as mapping services that are provided by third parties through the Internet. Resolution of technical issues will be supported on a best-effort basis.