



TECHNICAL SUPPORT INFORMATION

Dear Chronic Tacos Owner,

This document will go over the details of the technical support agreement. It will cover what is and what is not covered under the technical support agreement, support hours of operation, and the procedures to get you the fastest response to technical support issues.

Sunrise Technical Services, Inc. technical support calls operate on a queue based system. All technical support issues are handled in the order they are received. If you are experiencing a critical issue with your Point of Sale solution please follow the steps below:

Phone Support (Available 24/7 262 Days Per Year)

Support issues may be submitted Monday through Friday 9:00 a.m. and 6:00 p.m. Pacific Standard Time by calling 714.444.2247 ext 55 Sunrise Technical Services, Inc. technical support operates on a queue based system. All technical support issues are handled in the order they are received. If you are experiencing a critical issue with your Point of Sale solution during our standard business hours listed above please follow these simple steps: When you call in to the Chronic Tacos Tech Support Line you will be prompted to leave the following information: (If the call is not immediately answered by the dispatcher or an available technician)

Store Name: The name of your business and location

Customer #: Usually the business main telephone number (the telephone number that prints on the top of your customer receipts)

Two Contact Telephone Numbers: The store number and extension if applicable and mobile number
Issue: A brief description of the issue you are experiencing

PLEASE SPEAK CLEARLY AND SLOWLY

What happens next?

Your call will either be answered by our dispatcher or will immediately go into our call-back queue. As technical support representatives receive and complete technical support calls your issue moved higher up the call-back queue message list so there is no need to call multiple times or have multiple people call our support line for the same issue. Our support system will guarantee a return call the same day.

On-Line Support

Please go to www.sunrisetechnical.com to submit an action request to our Technical Support Department. You'll receive email confirmation right away to insure that we received your request for support. All support requests are attended to in the order that they are received similar to the phone in call-back queue.

Email Support

You may email your request to support@sunrisetechnical.com; emailed support requests will be processed during regular office hours and put into the same call-back queue and returned in the order support issues are logged. Please include your customer # in the subject line of your email.

Emergency After-hours Support

Please call 714.444.2247 Ext. 55 and select AFTER-HOURS Technical Support on the automated menu. Your call will be immediately routed to our after-hours emergency dispatching voicemail attendant which will deliver your message to our After-Hours Technical Support personnel once your service contract has been verified by the after-hours support dispatcher. You will be prompted to provide the following information:

Store Name: The name of your business and location

Customer #: Usually the business main telephone number (the telephone number that prints on the top of your customer receipts)

Two Contact Telephone Numbers: The store number and extension if applicable and mobile number

Issue: A brief description of the issue you are experiencing

PLEASE SPEAK CLEARLY AND SLOWLY

Internet and Internet Related Support

Please call your internet service provider if you cannot access the internet. Sunrise Technical Services, Inc. does not sell, support, or maintain your internet service connection.

SUPPORT IS AVAILABLE 24 hours a day, 7 days a week, 362 days a year

WHAT IS COVERED: (With a valid support contract)

- STS provided hardware issues (see manufacturer's warranty for Hot Swap or RMA procedures)
- Software error messages or issues
- Mercury Merchant Account Issues
- Gift Card related issues (Some restrictions apply)
- Database Issues
- Reporting Issues
- STS provided network issues
- Basic Training
- STS Provided Surveillance equipment (See manufacture warranty for RMA Procedures)

WHAT IS NOT COVERED: (Billable at \$125.00 per hour unless otherwise noted on your invoice or work order)

- Customer provided hardware
- Virus removal (Billed at 165.00hr)
- Remote Access
- Third party credit card processing issues (All other processors except Mercury Payment Systems)
- Third party non STS provided software (Third party software loaded onto STS provided hardware may void warranty – please consult the technical support department prior to loading software)
- Third party non STS provided hardware
- Extensive Training longer than 15min or Retraining Employees (billed at training rate)
- Internet problems beyond STS Supplied Equipment
- Request of the customer for STS to setup or make menu changes.
- Surveillance System Video data Recovery / Backup , Surveillance System Remote Access / IP Changes etc. Intentional hardware damage
- Intentional Polling Program Closing (Billed at \$25.00 Per - Incident)
- Password Recovery

X _____
End User

Date: _____



Sunrise Technical Service, Inc.
5932 Bolsa Ave #107
Huntington Beach Ca 92649

Support Agreement

This support agreement is made between **Chronic Tacos** hereinafter (Customer) and Sunrise Technical Services Inc. hereinafter (Supplier) and is valid from the day the support fee is paid. The following terms laid out in this document are subject to change with 30 days written notice. This agreement is for support services only and does not include any access to software upgrades or maintenance releases which may be offered under a separate maintenance agreement.

I. Working days

- a. Monday - Friday 9am PST - 6pm PST Standard Support Hours
- b. Monday - Friday 6pm CST -9am PST After Hours Support Hours
- c. Saturday - Sunday - After Hours Weekend Support (Critical Support Issues)
- d. No support will be offered on Thanksgiving Day, Christmas Day and New Year's Day

II. Support Scope and Definitions

- a. *Support* is defined as an issue or question that may or may not directly affect the store operating in a normal function
- b. *After Hours Support* is defined as an issue that does or does not directly affect the store operating in a normal function during the after-hours times listed above
- c. An *Incident* is defined as a single support issue and the appropriate effort that is required to solve it. A single support issue is a problem, which cannot be divided into subordinate problems. If a problem includes subordinate problems, then each will be treated as a separate incident.

III. Responsibilities and undertakings of the customer

- a. In order to ensure the best possibility to identify the problem, Customer shall as far as possible, supply as much detail and other relevant information on the problems occurred
- b. Customer will pay for installation and maintenance and use of an-based connection.
- c. Failure of Customer to provide these provisions may limit Supplier's effectiveness in resolving problems in a timely manner or at all, but in no event shall Customer be relieved of its payment obligations arising hereunder. Non broadband customers are subject to a surcharge.

IV. Support Obligation for the software

- a. Sunrise Technical Services Inc. is only obligated to support the last major version of the software and only to customers with a valid support agreement
- b. Sunrise Technical Services, Inc. will make attempts to support older version but may require upgrade of the software to correct issues that the customer is experiencing.
- c. Sunrise Technical Services Inc. does not guarantee that the software can be used without disruption, or that all problems will be solvable.

V. Exclusions and limitations

- a. Issues arising because of negligence of the customer or its employees. This includes but not limited to web surfing that results in viruses, spyware or malware on the computer.
- b. These issues will occur additional costs to correct
- c. Supplier support does not include support attributable to any hardware or any other software that does is not approved by supplier
- d. Non-Supplier purchased hardware subject to a setup fee
- e. Extensive training questions that will take more than 15 minutes are subject to current hourly rates and may need to be scheduled
- f. Requests of the customer for menu setup or changes to the setup to be performed by the supplier may be subject to additional charges

VI. Force Majeure

- a. Neither party shall be liable for any breach of the Agreement which is caused by a matter beyond its reasonable control including Act of God, fire, lightning, explosion, war, disorder, flood, industrial disputes (whether or not involving their employees), extremely severe weather or acts of local or central government

VII. Terms and Termination

- a. Premier Support plan costs will be billed on a per month basis per location and customer will be afforded unlimited number of incidents during support hours. Agreement shall enter in to affect on the date of signing up and shall be valid on a reoccurring monthly basis until customer provides 30 day written notice.
- b. Customer may elect support on a Pay-Per-Incident basis. Customer will pay all fees in advance to supplier. Each Incident will be billed at a fixed rate for a support call during normal support hours. After hours support will be billed at the rate of \$100per incident. Customer must have Credit Card at time of call.
- c. If payment is declined for any reason support services will be interrupted until the customer's account is current again

VIII. Manufactures Warranty

- a. ALL PRODUCTS AND SERVICES DELIVERED PURSUANT TO THIS AGREEMENT ARE PROVIDED "AS IS" AND WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE TERMS AND CONDITIONS OF THIS AGREEMENT CONSTITUTE A SERVICE CONTRACT AND NOT A PRODUCT WARRANTY.

IX. Limitation of Liability

- a. IN NO EVENT SHALL SUPPLIER'S LIABILITY PURSUANT TO THIS AGREEMENT EXCEED THE MOST RECENT FEE PAYMENT. SUPPLIER'S LIABILITY MAY BE FURTHER LIMITED AS PROVIDED IN THIS AGREEMENT.
- b. SUPPLIER SHALL NOT BE LIABLE FOR ANY MATTER BEYOND ITS REASONABLE CONTROL.

