

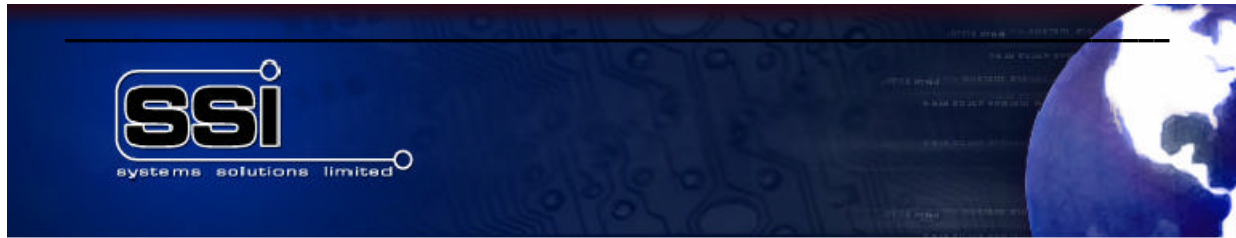
## SSIWEB MAINTENANCE CONTRACT

### SERVICES COVERED:

- **UNLIMITED TELEPHONE SUPPORT** to address your ongoing inquiries and resolve software related issues. Support is available Monday thru Friday, except holidays from 8 AM Eastern thru 5 PM Pacific by calling **1 800 461 7286**. After hours emergency calls are forwarded to a message centre, which is regularly monitored. SSI staff is extremely experienced in training & supporting our applications. They are very knowledgeable of the industries we serve & have a reputation for excellence. You get professional support and advice.
- **Hosting of SSIWEB** on our server at a secure site.
- **Annual update of web content and item pricing** from files submitted by the wholesalers and buying groups.
- **Quarterly updates of the price files** provided by the wholesalers.
- **SSIWEB SOFTWARE UPDATES** on a “preventative maintenance” basis that adjust the software for bug corrections, and technical enhancements.
- **Further, primarily based on client input and industry trends, SSI continually develops enhancements, improvements and new features to its software . These enhancements are optional and offered to our clients on a subscription basis as part of the SSIWEB software support agreement. The enhancements are implemented in a manner that allows a client to choose, and therefore only pay for, those features that will benefit the dealership.**

### SERVICES NOT COVERED

- **CUSTOM PROGRAMMING:** For custom programming or modifications to existing software, customer requests will be quoted and submitted for approval before work begins. We welcome suggestions and often they end up in the system as a future upgrade.



**INTERACTIVE MAIN WEB PAGE:**

- **Most dealers have implemented SSIWEB through a link from their long standing web site (“On-Line Ordering”). Any changes made to SSIWEB will not interfere with their main web page.**
- **Other dealers have elected to develop their own interactive main web page template that is integrated to the core SSIWEB database. Therefore some changes to SSIWEB may interfere with this integration and require the recoding of the dealer template. This will be the responsibility of the dealer.**