

Dear Food Service Client,

We would take this opportunity to acquaint you with the maintenance policies that will take effect as of November 2006. These policies apply to customers that are current users of hardware and software associated with the Systems Design Child Nutrition Food Service Management Systems including the users of both hardware and software of this system.

Please be advised that our mission regarding service and support to our customers is to provide the most efficient service resolving the reported problem in the timeliest manner and cost effectively. To achieve this service standard, we are implementing the following policies and procedures for those customers that have elected not to subscribe to our maintenance contracts which are provided on a yearly basis, Contracts are billed in August and payment is due by September 30<sup>th</sup>. Understanding that some districts are maintenance contract subscribers, yet decide to exclude certain items (but not all items) from the maintenance contract these policies pertain to those items which are not included in the maintenance contract.

Pertaining to hardware:

- All spare equipment items (maintenance floats) of the type not included in your maintenance contract must be returned to Systems Design. Please call the Corpus Christi office for return instructions.
- Telephone calls to the support office that involve hardware issues not included in the maintenance contract will be billed at the rate of \$150.00 per hour. Billing will be calculated in quarter hour increments with the minimum invoice of \$37.50.
- Service calls made by a Systems Design service technician involving hardware issues on items of equipment not included in the maintenance contract will be billed at the rate of \$150.00 per and \$.65 per mile from the closest service office to the repair location. Hardware that is replaced will be billed at their current published prices. Hardware shipped direct to the location will be billed at the current published price plus the actual shipping cost of the mode selected.

Pertaining to software:

- Districts not electing the software maintenance contract must purchase the yearly updates and software enhancements to the each application of the food service software at the current published prices. Yearly roll-overs and other services required to prepare the system for the next school years operation will be billed at the rate of \$150.00 per hour.

- Telephone calls to the support office that involve software issues not included in the maintenance contract will be billed at the rate of \$150.00 per hour. Billing will be calculated in quarter hour increments with the minimum bill of \$37.50.
- Software service calls made by a Systems Design software technician or trainer that involve software issues not included in the maintenance contract will be billed at the rate of \$150.00 per and \$.65 per mile from the closest service office to the repair location.

Our surveys have concluded that these maintenance policies are consistent with the standards of the industry and are generally below the service rates of similar software and hardware providers. The goal of our company is to provide the very best service at the most cost effective rate to all our customers on an ongoing basis.

Please contact us if you have any questions regarding the content or the intent of this letter and the policies affected. We continue our dedicated efforts to be a valued and efficient vendor to your School District's Child Nutrition Program.

David Starling, Vice President  
Systems Design  
1.800.887.1828