

**MarketService 2000™**  
**Appendix A**

**Start Up Fee** – Initial fee of \$299 per subscription is required for the creation of the Customer database and *two user accounts* with passwords. Startup fee includes initial training, sixty days of free support and 1 time data import.

**Monthly Service Fee** – MarketService 2000™ monthly service fee is \$85 per subscription plus any additional products and services. Payment must be received in advance of services.

**Terms of Agreement - this is a month to month agreement, terminated by either party with thirty (30) days written notice**

**Support Policy** – A scheduled appointment time is required for initial training sessions. Please call tech support for available times. After initial training, we encourage all users to read the reference manual where many frequently asked questions are answered. Support during the initial 60 day period is intended to answer specific questions about operation of the software or assistance with issues beyond the user's control. It is not intended to replace the reference manual as a source of general information nor is it intended to provide initial computer training for new computer operators. Requests for special projects such as importing and scrubbing of mailing lists, data transfer, additional training, etc. are not included in the technical support policy. They will be quoted and invoiced separately.

Email [techsupport@wesnerassociates.com](mailto:techsupport@wesnerassociates.com) with the tech support issue. Call tech support between the hours of 9am and 5pm EST, Monday – Friday 954-755-6825, ext. 2.

**Additional MarketService2000™ Services**

**Additional Login Accounts** – Each subscription is entitled to two system operator logins. Additional logins can be added to existing accounts for the monthly fee of \$19 per user.

**Reference Manuals** – The Reference Manual and the Marketing and Sales Manual can be printed off the Main Page of MarketService 2000™ at no charge. If you prefer, each set of manuals can be purchased from Wesner Associates, Inc. for \$59 plus shipping.

**Custom Email Reports** - We can design and compile special reports based on the information in a customer's database. The cost for custom reports will be quoted on an individual basis. Customized reports can be delivered via Email to the customer on a regularly scheduled basis.

**Data Importation and Deduping** – We can import Contact information from mail lists or databases into MarketService 2000™ database. The cost of data import projects or deduping mailing lists will be quoted on an individual basis.

**Do-Not-Call Scrub Service** – The scrub service is an option available to all MarketSystem 2000™ subscribers. The scrub service would be performed on your system every 31 days as required by law. If you wish to subscribe to this service, please let us know and we will provide you with the procedures and costs.

Organization Name:

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_