

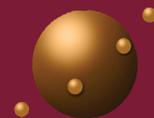
**Important
Information!**

*This guide defines what you
can expect from Barr Systems'*

technical support...

your
Support
Agreement

...and what we will expect from you.



BARR SYSTEMS
I/Omation

Case Severity Table

<i>Low</i>	A question or a request for a product enhancement is made.
<i>Medium</i>	The Barr product is operational, but a problem has been identified and a specific portion of the product either provides incorrect results or is not operating as documented. A workaround is available.
<i>High</i>	The Barr product is operational, but its functionality is seriously affected. If a workaround has been provided, the loss of functionality can only be sustained for a few days because of its impact on your business.
<i>Critical</i>	The Barr product is inoperable and no workaround is possible.

Response Time Table

Severity	Frontline Response ¹	Research Response ¹
Low	Within 8 hours	Within 16 hours
Medium	Within 6 hours	Within 12 hours
High	Within 4 hours	Within 8 hours
Critical	Within 2 hours	Within 4 hours

1. During Support hours of operation.

What You Can Expect From Us

Our technical support is intended to provide you with help to resolve problems concerning the installation, configuration, tuning, testing and operation of our products.

We have two teams to serve you. Our **Frontline Support Team** will answer all incoming calls, faxes, e-mails and cases from CaseManager on BarrCentral.com. They will record the contact information, provide a case number (necessary on all future contacts), and assign a severity rating from *low* to *critical*, depending on the state of the product (see Case Severity Table). The Frontline Team provides a very quick response and resolution on most cases (approximately 80%). When necessary, Frontline Support will forward more complex cases (approximately 20%) to our **Research Support Team**, who will then research a resolution and consult with our development staff as needed.

What We Support

- All Barr products covered by an annual service agreement are fully supported.
- Support for Barr-supplied third-party products is provided to the degree that they interact correctly with Barr products. Other applications of third-party products are not supported.
- Support will maintain ownership of all cases unless it is determined that the failure is due to a third-party product. You are free to pursue the problem further with the third-party vendor. We will assist when asked by third-party vendor support.
- Technical support is provided on all released versions, until we designate the version obsolete. All product changes are incorporated only into the latest version. New versions of Barr software are periodically released, and can be ordered on BarrCentral.com or requested at any time. To decrease the total resolution time for your case, our Support Analyst may require that you take full advantage of recent product improvements by upgrading your software to a current version.

Support Performance

Frontline Support responds to 90% of their calls within 10 minutes. They typically respond to the remaining 10% within (a total of) 15 minutes. During heavy call volumes, should a callback become necessary, the Frontline Support Analyst will give you a call-back timeframe corresponding to the problem's severity (see Response Time Table). Frontline Support will forward unresolved problems to a Research Support Analyst, who will then return the call within the parameters outlined by the Response Time Table. A follow-up support contact schedule will be negotiated between you and the Research Analyst as needed to resolve the problem. The timeliness of the schedule will reflect the issue severity. No specific response time is required when you are asked to provide information or diagnostics, but a delay in your response time will cause a delay in the overall resolution time.

“I am truly impressed by the quality of service provided by the employees at Barr Systems, and the products that seem to be designed to fit whatever needs the customer may have.”

— John Duncan
Fleming Co, Inc

Hours of Operation

Our support is available five days a week, excluding bank holidays.

Normal

Business Hours 8:30 a.m. to 5:30 p.m. EST, Monday—Friday

Emergency Support We provide Emergency Support outside normal hours of operation. Emergency Support includes operator support for systems that are already running in production mode and cutover to preconfigured backup systems. Emergency Support does not cover assistance with installation, configuration, tuning, and testing. Call 352-491-3100 or 800-227-7797.

Professional Services Several additional service options are available (see back of brochure for more information).

Your Many Support Options

Phone  Support can be reached via phone at 352-491-3100 or 800-227-7797 during normal business hours. Calls will be answered in the order they are received.

Internet  BarrCentral.com provides helpful services 24/7:

- Our Knowledgebase system (www.barrcentral.com/support/kb) offers solutions to known problems.
- Case Manager (www.barrcentral.com/support/cases) provides you with access to your case. You can submit new cases.
- Download new software from our Software Update (www.barrcentral.com/support/updates/sw) area.
- The latest Product Documents (www.barrcentral.com/support/documents/) are also available.

E-mail  Send support inquiries to support@barrsystems.com (processed during normal business hours).

Fax  Our fax number is 352-491-3141, but faxes are only useful if you need to send us hardcopy (processed during normal business hours).

Remote Control  Support can conduct operator training and most configuration changes on Windows® systems via remote control (hourly fees apply).

On-Site  On-Site Services are available for customers without readily available technical staff (additional daily fees and travel expenses apply).

Become a Member of BarrCentral!

When you become a member of BarrCentral, you will have access to our easy-to-use Case Manager, support documents, product manuals, software updates and more.

Just log on to
www.barrcentral.com

What We Will Expect From You

The customer contact should possess the necessary technical expertise for troubleshooting and maintaining the computing environment containing the Barr products. Your equipment and environment must also meet **all** minimum system requirements outlined in our product documentation. When contacting technical support, please have your serial number and/or open case number available.

“We wanted a **total solution** that permitted all our users to print from anywhere to anywhere. We’re very happy with the Barr printer connectivity solutions.”
—Kevin Hastings, InTuition

“Your staffers were **invaluable** in their assistance in getting my demo up and running, and proving to my customer that ours is a quality company with a quality product.”
—Printer Specialist for a printer vendor

“This is quite possibly the most **inherently useful training** I have received since joining my current company.”
—John Imig
United States Marine Corps

Additional Professional Service Offerings

We take tremendous pride in the quality and consistency of our services—whether it’s the bundled support service that comes with our products, or the additional services available to advance the understanding and implementation of our solutions. The following additional options are available to make your implementation of Barr solutions even easier. (hourly or daily fees apply)

Systems Integration

Our expert Systems Integrators can pre-configure your system for you. Once we’ve helped you determine the best overall solution for your business requirements, let us custom-build, pre-install and pre-test your product on a PC loaded to your specifications before we send it to you. This is just one way we can make your life easier by providing you with a complete, no-hassle solution.

On-Site Services

With Barr’s special On-Site Services, you will gain the expertise of a fully-trained systems engineer with comprehensive knowledge of Barr products and environments. These Microsoft® Certified professionals are available to come to your site to install, configure and set up your Barr solution in one short visit. They are also available to train your team on the maintenance and issue-resolution of Barr’s software and hardware.

Customer Training

You can also take advantage of our hands-on technical training course at our state-of-the-art training facility in Gainesville, Florida. In this beautiful campus setting you will learn how to install, configure, tune and test Barr products from our highly knowledgeable training staff. At Barr Systems, we make learning a pleasant experience. Guests leave with a solid knowledge of our products and a greater appreciation of our services.

Call 800-227-7797 for information on these additional services, or to speak to a technical sales consultant for pre-sales support.



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I/O MATION

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