

## TALEVAL.COM HOSTING & SUPPORT AGREEMENT

### 1. What it covers

The TalEval annual support & hosting program includes full access to the TalEval.com website, all software updates and upgrades, hosting services, database maintenance, backups, and toll free telephone customer support. Also included is one 1-hour webinar training session you can request at any time during your active subscription to TalEval.

**Support Option A** - \$720.00 per year - allows the storage of up to 100 student profile records (active and inactive) and up to 4,000 patient profiles.

**Support Option B** - \$1300.00 per year - allows the storage of up to 200 student profile records (active and inactive) and up to 8,000 patient profiles.

**Support Option C** - \$1900.00 per year - allows the storage of up to 350 student profiles (active and inactive) and up to 20,000 patient profiles.

### 2. What it doesn't cover

On-site training is available upon request and is not included in the annual Hosting & Support Program. Please call for a personalized quotation. Custom programming requests are not included.

### 3. Data Backups

America's Software Corporation is committed to maintaining the most reliable infrastructure possible to protect the Client's data. We agree to use commercially reasonable efforts to provide data backup services daily. We keep up to 7 days of your data in our backup rotation schedule.

### 4. Annual Renewal

All maintenance & support subscriptions must be pre-paid annually. TalEval will automatically notify you 30 days prior to the expiration date of your annual hosting & support subscription via a popup message. You will also receive a written invoice for the renewal of the support option your database qualifies for. Access to your TalEval account will be suspended on your subscription termination date and you will no longer have access to your account. Your data will be retained for 90 days after the termination date has lapsed. After 90 days, if you still have not renewed your subscription to TalEval, we will remove your data from our database and it will no longer be accessible. If you no longer wish to use the TalEval service, notify us in writing and we will remove your data from our database within 10 days of receiving notice. AMERICA'S SOFTWARE CORPORATION reserves the right to either suspend or terminate your access

and account due to nonpayment of the annual hosting and support subscription fee and/or for misuse of the website.

#### **5. Revision of Hosting & Support Subscription Fees.**

AMERICA'S SOFTWARE CORPORATION reserves the right to change the amount of, or basis for determining, any fees or charges for the AMERICA'S SOFTWARE CORPORATION TalEval service and/or Hosting & Support fees, and to institute new fees or charges effective upon prior notice, by posting such changes on the AMERICA'S SOFTWARE CORPORATION website.