

CAI hardware/software support protocol.

This document is intended to provide our contract customers with some direction on proper support protocol from Computer Arts, Inc (CAI). On-site support in the state of Idaho is divided into three distinct support regions as outlined (see Figure 1 below).

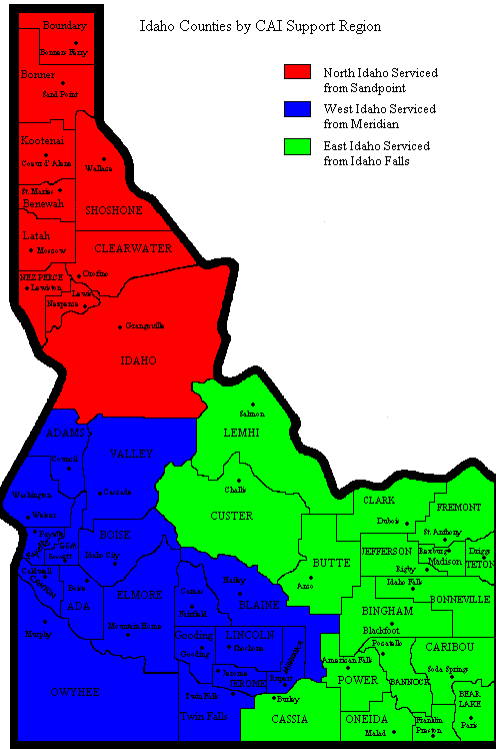


Figure 1

Northern Idaho is serviced from our Sandpoint office represented by the Red section. Southern Idaho is serviced from our Meridian office in blue and Eastern Idaho is serviced from our Idaho Falls office shown in green.

Each customer in each section is encouraged to contact the respective local office as represented on the map to schedule or request on-site software or networking support. For telephone support and/or help desk support, customers may utilize one central number as specified below. Appropriate CAI support staff contact information by location will be provided at the end of this document.

For our Property Tax System Users and our Law Enforcement Users, we encourage calls for service to go through our central helpdesk for tracking and routing purposes. However, there is a Product Manager for each of these systems located in remote CAI offices as specified below in the contact section.

If customers cannot reach their respective local service personnel then they are encouraged to contact the Meridian help desk number and our help desk personnel will direct the request accordingly.

If after hours support is required, customers may contact the Help Desk number and an answering service will respond by dispatching the call to the appropriate CAI support person (one hour callback for emergencies). Note that these types of calls are billable on an hourly basis in fifteen minute increments outside of the normal support contract.

CAI has three separate support and service models.

1. Annual CAI County Software support fixed fee

This fee includes typical business hour CAI software support as needed and covers on-site, remote, and/or phone support for CAI applications by our service representatives. After hours software support is excluded from this fee and is billable on an hourly basis.

Travel expenses for any on-site visits for CAI software issues are billable at a fixed daily trip fee that includes all expenses.

2. Annual CAI Law Enforcement Software telephone support fixed fee

This fee includes software support to those Law Enforcement Customers who have purchased this support as part of their annual contract. As clarification, on-site support, product revisions, data scrubbing, training and other hourly services are not included in this fee rather billed by the hour at the current hourly rate.

3. Hourly PC/Networking fee

This fee includes normal business hour PC, peripheral, networking support and covers on-site, remote, and/or phone support for any of these types of issues. This support is billable on an hourly basis and may be purchased at discounted rates for blocks of hours. After hours PC/Networking support is billed separately and is billable on an hourly basis.

Travel expenses for any on-site visits for CAI PC/Networking support are billable at actual expenses plus travel time one-way and IRS allowed mileage rates.

Our company has implemented a help desk to better track and gather support requests in a central location. We have invested in software tools that allow us to better measure metrics and build a common knowledge base. We are constantly evaluating how this may best serve our customers and provide more efficiency internally. We consider the help desk, a work in progress as we strive to determine the best approach by listening to customer feedback. Please help us by utilizing this service and providing feedback to our customer service manager on how this is working for you.

Recently, we have made significant enhancements to our website www.gocai.com. On this site, you may find various information about products and services that CAI has to offer. There is a client login area that gives our customers access to check the status of software requests. We are working on this area and expect it to be a very valuable self help tool to our customers. Also on the site will be documentation of software revisions, instructions, guides and other various materials. We would highly encourage all of our customers to visit the site and navigate through it to see if there is pertinent information for them.

If for whatever reason, our support personnel cannot resolve the issue, they have access to level two resources such as development or administration resources for further diagnosis. We do however ask that our customers work directly with our support staff and not circumvent our important front line resources. By doing this, it avoids disruption in our processes and communication loss to the customer and in the end, is more efficient in providing resolution to issues.

Computer Arts has always believed that service is our most important priority. We place great emphasis on our staff to always do their very best at resolving customer issues. We also realize that we may not be able to solve all problems, but that we may certainly be able to assist you in finding the right resource.

Because of our level of commitment to our customers, often we are asked to go above and beyond what would be considered normal support. Whereas we always do our very best to deliver that level of support we ask for your assistance to help us manage the requests and communicate to us as precisely as possible specific needs. Also, a single point of contact and a single prioritized request list per customer greatly helps us to be more efficient at resolving the issues at hand.

CAI is always evaluating our service and support model and we continue to work very hard to provide the highest quality of support available at the most affordable price. If there are ever any questions about proper CAI support protocol, please contact management at our Meridian office at 208-385-9335.

Thank you

Meridian Office Contact info

Local phone number 385-9335
Local help desk number 955-0151
Local auto attendant 955-0150 (you may then key individual extensions as needed)
Local fax number 338-1418
Address 320 SW 5th Ave
Meridian, ID 83642

Toll Free number:

Normal business hours HELP DESK 1-800-365-9335
After business hours call center 1-800-365-9335

CAI support staff:

Customer Service Supervisor	Shelly Peterson	ext 1107	speterson@gocai.com
Help Desk	Clarissa Parker	ext 1115	cparker@gocai.com
Help Desk	Tony Cronister	ext 1119	tcronister@gocai.com
Help Desk	Stan Seamons	ext 1103	sseamons@gocai.com
Law Enforcement Support	Nancy Gilson	ext 1102	ngilson@gocai.com
PC/Network Supervisor	Jake McNamara	ext 1124	jmcnamara@gocai.com
PC/Network Technician	Chris Utley	ext 1117	cutley@gocai.com
PC/Network Technician	Jeremy Worwood	ext 1118	jworwood@gocai.com
PC/Network Technician	Bryan Kopp	ext 1113	bkopp@gocai.com
County Software Product	Shelly Peterson	ext 1107	speterson@gocai.com
Law Enforcement Product	Angie VanVliet	ext 1211	avanvliet@gocai.com
Property Tax Product	Brett Hill	ext 1212	bhill@gocai.com

*Note cell phone numbers are intended for internal use but may be given to customers by individuals as needed.

Sandpoint Office Contact info

Local phone number 265-4290
Local fax number 265-0108
Address 105 Pine Street Suite 109
Sandpoint, ID 83864

Toll Free number:

Normal business hours HELP DESK 1-800-365-9335
After business hours call center 1-800-365-9335

CAI support staff:

County Software Support	Cliff Chapin	ext 1301	cchapin@gocai.com
PC/Networking Manager	Leonard Wilson	ext 1303	lwilson@gocai.com
PC/Network Technician	Curtis Olson	ext 1305	colson@gocai.com
PC/Network Technician	Louis Poplin	ext 1308	lpoplin@gocai.com

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Idaho Falls Office Contact info

Local phone number 528-2355
Local fax number 528-0592
Address 3770 S American Way 1st floor
Idaho Falls, ID 83402

Toll Free number:

Normal business hours HELP DESK 1-800-365-9335
After business hours call center 1-800-365-9335

CAI support staff:

County Software Support	Marshall Queen	ext 1210	mqueen@gocai.com
PC/Network Manager	Ty Ashcraft	ext 1205	tashcraft@gocai.com
PC/Network Technician	Garn Herrick	ext 1209	gherrick@gocai.com
PC/Network Technician	Stephen Burke	ext 1203	sburke@gocai.com
PC/Network Technician	Tyler Robinson	ext 1201	trobinson@gocai.com

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Pocatello Office Contact info (Law Enforcement System)

Local phone number 233-5111
Local fax number 234-9983
Address 2410 Northstar
Pocatello, ID 83201

Toll Free number:

Normal business hours HELP DESK 1-800-365-9335
After business hours call center 1-800-365-9335

Law Enforcement Product	Angie VanVliet	ext 1211	avanvliet@gocai.com
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Rexburg Office Contact info (Property Tax System)

Local phone number 528-2355
Local Cell number 390-4025
Local fax number 528-0592
Address 4705 W 4000 N
Rexburg, ID 83440

Toll Free number:

Normal business hours HELP DESK 1-800-365-9335
After business hours call center 1-800-365-9335

Property Tax Product	Brett Hill	ext 1212	bhill@gocai.com
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