



Opportunity Manager Enhancement & Support Agreement (E&SA)

With the purchase of the Opportunity Manager we include unlimited phone support (hours see Benefits/Targets page) within the first 30 days after the on-site implementation day. Please select one of the following options to use after the first 30 day period.

Check one of the boxes below:

Enhancement & Support Agreement (E&SA), one year auto renewing – starting at \$250/Mo. *

Includes:

1. Software enhancements, improvements and/or added features
2. Unlimited incident of Technical Support – PHONE, email and fax
3. Preferred pricing for on-site training **
4. Preferred pricing for our Countdown to Launch training
5. Training calls with our Implementation Specialists
6. Inputting product cost and price updates for your database – for existing & new products.
7. Sales coaching – how to best utilize the Opportunity Manager program
8. See Opportunity Manager Enhancement and Support Agreement Benefit/Targets page for complete listing.
9. Enrollment requires the completion of an Opportunity Manger Enhancement & Support Agreement



Read the following carefully:

I decline the E&SA and I do not wish to receive enhancements (new program improvements and added features).

1. I prefer to purchase the new version of the application at retail price.
2. I prefer to pay for support by incident/support call and to pay for training by the session.
3. Support and training start at \$150.00 per each incident or session.
4. On the 31st day after on-site implementation, I choose free web/email assistance and pay as you go for all other support and training. (*Note about free website knowledge base support and email support: emails answered only when all E&SA customers are taken care of.*) No free phone support.
5. I am aware that in the future, if I am not on the current software version I will be required to purchase a full / complete current version as well as additional licenses (if needed) and an Enhancement & Support Agreement to become eligible to enroll in and receive the E&SA benefits.
6. See Opportunity Manager Enhancement and Support Agreement Benefit/Targets page for complete listing.

*Amount is for 3-users with one module. Actual pricing is set based on the number of users and the number of modules in use. This is an auto renewing contract for 12 months

** On-Site visits will have additional costs associated with Travel and Expenses and are arranged 3-4 weeks in advance.

***This support covers only the actual software and/or hardware products that are purchased directly from Opportunity Interactive, Inc.



Opportunity Manager E&SA Program Benefits/Targets

With E&SA	Without E&SA
<p>1. Unlimited incidents of support</p> <ul style="list-style-type: none"> a. Support can be done via Phone, Fax or Email. YOUR CHOICE!! b. Support hours 7am to 4pm Pacific c. We only support the current and previous version 	<ul style="list-style-type: none"> • Without E&SA—free web knowledge base or email assistance answered after all E&SA customers are taken care of; no free phone assistance. • Without E&SA—starting at \$150.00 per incident, hours 7am to 4pm Pacific • We only support the current and previous version
<p>2. Changes or additions to your equipment database up to 4 residential lines of HVAC equipment</p> <ul style="list-style-type: none"> a. Have our Specialist input your equipment and labor price changes and/or updates b. Have our Specialist assisting in adding or changing model numbers and/or product offerings c. Special lines of equipment call for quote, eg: Hearth Products. Plumbing, Electrical etc. 	<ul style="list-style-type: none"> • Without E&SA—starting at \$400 per line of equipment (standard HVAC lines of equipment) • Special lines of equipment call for quote, eg: Hearth Products. Plumbing, Electrical etc. applies to E&SA and with out E&SA.
<p>3. Unlimited software enhancements—Each OpMan enhancement roll-out comes to you priority and at no additional cost</p>	<p>Without E&SA—full price of current version starting at \$2999 for 3-user license, plus \$599 per each additional user</p>
<p>4. Schedule calls with an Implementation Specialist—Any areas where you want additional training? Call in.</p>	<p>Without E&SA—each session (up to 1 hour) starting at \$150</p>
<p>5. Hardware loaners with E&SA Agreement Only—If you invested in an OI Sales Pro Laptop Kit with a 3-year-warranty, we can provide a loaner piece of equipment while yours is being repaired includes shipping (laptop, printer, camera, handheld). Review your purchase agreement and Sales Pro Kit warranty for additional details.</p>	<ul style="list-style-type: none"> • If you invested in an OI Sales Pro Laptop Kit without E&SA, we facilitate warranty only, does not include loaner equipment, does not include shipping. • Review your purchase agreement and warranty for full details.
<p>6. Direct input to product development team—Have direct influence on future product enhancements</p>	<p>Email us your suggestions</p>
<p>7. Preferred customer pricing for established on-site training</p>	<p>Without E&SA—full price for on-site training starting at \$1200.00 per day</p>
<p>8. Preferred customer pricing on the new Countdown to Launch class, held in Seattle</p>	<p>Without E&SA—Full price starting at \$1200 per person</p>
<p>9. Sales Coaching—how to best utilize the Opportunity Manager Program</p> <ul style="list-style-type: none"> a. Have you hired a new salesperson that needs training? Call us! b. Need Practice? Call us! c. Want feedback on your sales process? Call us! 	<p>Without E&SA—each session (up to 1 hour) starting at \$150</p>
<p>10. Peace of mind—Know that we are here to lend personal assistance helping you get the most out of your investment!</p>	<p>Non-E&SA services—Pay as you go</p>

*Amount is for 3-users with one module. Actual pricing is set based on the number of users and the number of modules in use.

** On-Site visits will have additional costs associated with Travel and Expenses and are arranged 3-4 weeks in advance.

***This support covers only the actual software and/or hardware products that are purchased directly from Opportunity Interactive, Inc.

****Enrollment requires the completion of an Opportunity Manager Enhancement & Support Agreement



Opportunity Manager Enhancement & Support Agreement (E&SA)

This is a 12 month agreement between Opportunity Interactive, Inc. (OPACTIVE) and (Client), effective as of to render services included in this Enhancement & Support Agreement Program (E&SA).

The E&SA Program includes all newly released enhancements for the following products:

for one full year from date of contract. Also included is unlimited technical support via phone, e-mail or internet conferencing. The monthly fee for the Program: is \$. This fee will be payable beginning on by company credit card or ACH Debit to Client's business checking account. With 15 days written notice to client, OPACTIVE may increase the agreement fees during the annual period for items like, but not limited to, changes in the number of users or purchase of additional software modules.

Payment and Terms for additional support services authorized by the Client: Upon Client's request OPACTIVE will perform additional support services. Client agrees to pay for such authorized services based on OPACTIVE's then current fee schedule. Invoices for other consulting services as authorized by Client shall be payable upon receipt. Client agrees to pay for all travel and related living expenses outside of the greater Seattle/King County Washington area incurred by OPACTIVE in connection with any travel or consulting services requested by Client. Any amounts that are not paid within thirty (30) days of invoice shall accrue late charges of 2% per month or the maximum amount allowed by law.

Where applicable, upon delivery of loaner equipment as part of an OPACTIVE warranty, the client accepts responsibility for loss or damage and agrees to compensate OPACTIVE for repairs or replacement if lost or stolen or not returned timely at replacement value.

OPACTIVE shall act as an independent contractor and not as an agent or employee of Client and OPACTIVE shall make no representation as an agent or employee of Client. OPACTIVE shall be responsible for all taxes as an independent contractor. OPACTIVE shall have no authority to bind Client or incur other obligations on behalf of Client.

Except for OPACTIVE's willful misconduct, Client shall indemnify and save harmless Consultant from any and all costs, expenses, attorneys fees, suits, liabilities, and damages from or connected with the services provided by OPACTIVE for Client. In the event of any action against OPACTIVE by Client for breach of any duties by OPACTIVE, OPACTIVE's limit of liability shall be equal to no more than 1/12th of the annual Program fee. This E&SA incorporates by reference the End-User License Agreement between OPACTIVE and Client for the software products.

Agreement benefits & Service level targets are listed in the E & SA Benefits/Targets supplement, this agreement and the supplement may be amended periodically in order to be current with technology, programming advancements and business practices. OPACTIVE will notify client of periodic amendments. At least 15 days before the expiration of each year of this agreement, OPACTIVE will notify Client with the then current program price, if there has been a price change. Unless by the date of the expiration of the then current one-year term Client notifies OPACTIVE of the intent to terminate this E&SA, this E&SA will be automatically renewed for an additional one-year term.

This Agreement shall be construed in accordance with and governed by the laws of the State of Washington.

In any lawsuit over this contract over the terms and conditions of this contract, the prevailing party shall be entitled to receive reasonable attorney fees and costs as determined by the court. Any and all disputes arising under this Agreement shall be resolved in accordance with the laws of the State of Washington, and venue shall be in King County, Washington.

The CLIENT accepts the terms and conditions of this agreement, through their signature below:

Table with 3 columns: Name, Title, Date. Rows for Client by, Client by, and Opportunity Interactive Inc., by 19604 International Blvd. SeaTac, WA 98188.



Opportunity Manager E&SA Program Payment Options

Customer Information					
Company/Client					
Billing Address					
City		State		Zip	

Your credit card will be charged as follows:

Date	Description	Charge
	TOTAL	

Payment Information				
<i>Please select your method of payment below and complete the appropriate section:</i>				
Type	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover <input type="checkbox"/> Amex			
Card #				
CID #				
Name on card				
Expiration Date				

ACH Debit (Checking/Savings)	
Type	<input type="checkbox"/> Checking <input type="checkbox"/> Savings
Name of Bank	
Bank Routing #	
Account #	
Name on account	

If using ACH Debit payment option, please attach a voided check

I hereby authorize Opportunity Interactive, Inc. to charge my account for services rendered.

Authorized Signature	
Date	