



TELESTREAM

848 Gold Flat Rd, Suite 1
Nevada City, CA 95959

FlipFactory Annual Support and Maintenance Agreement

By purchasing the FlipFactory Software Annual Support and Maintenance Service, the Company listed below is entitled to the benefits listed herein. This Annual Support and Maintenance Agreement shall remain in place for one (1) year from the date of purchase.

1. Company is entitled to:
 - A) Unlimited telephone support from our technical support staff during Telestream's normal business hours of 6:00 am to 6:00 pm Pacific time USA, Monday through Friday. The support program authorizes up to two individuals from the Company (specified below) on our toll free customer support line at 877.257.6245, or alternately on our main business line at 530.470.1300 during the specified hours of operation or via e-mail support@telestream.net
 - B) Access to support documentation on Telestream's web site, which may include FAQs, trouble shooting tips, white papers, etc.
 - C) Free Updates to the Software, including maintenance releases, 'bug' fixes, error corrections and minor enhancements. Upgrades, meaning new versions of the Software that contain major enhancements and/or significant new functionality as determined by Telestream, are not included in this program.
2. Renewal: The Company shall be entitled to renew this Agreement. Telestream shall contact the Company 90 days in advance of the Agreement's Expiration Date advising that their support agreement may be renewed. If the Company does not provide a Purchase Order and/or Payment prior to the Agreement's Expiration Date, then the agreement will expire without renewal.