

# RSIGuard® Maintenance Agreement Terms and Conditions

## RSIGuard® v3.0 and v4.0

**Effective March 1, 2007**

Remedy Interactive customers who purchase 50 or more licenses of RSIGuard® software should strongly consider purchasing a Maintenance Agreement. A one-year Maintenance Agreement is available at a cost of 15% of the RSIGuard® license fee. For example, if your company purchases a US\$10,000 license for RSIGuard®, the annual Maintenance Fee is US\$1500. Maintenance Agreements are available for RSIGuard® Standard Edition, Stretch Edition, and Call Center Edition.

Below are the current terms and conditions of the Maintenance Agreement. These terms are subject to change without notice. Please contact your authorized RSIGuard® reseller or [info@rsiguard.com](mailto:info@rsiguard.com) if you have questions about purchasing a Maintenance Agreement.

Maintenance Agreements are available for organizations that have purchased 50 or more licenses of RSIGuard®. If your organization has purchased a mix of RSIGuard® Standard Edition, Stretch Edition, or Call Center Edition, then these purchases may be combined to reach the minimum of 50 licenses needed to purchase a Maintenance Agreement.

Your Maintenance Agreement includes the following services, maintenance, and support:

### **Installation Package:**

All customers who purchase Maintenance Agreements will receive a standard MSI package for easy deployment of RSIGuard® within your organization.

Customers who purchase more than 250 RSIGuard® licenses along with a Maintenance Agreement are entitled to receive a custom MSI package based on how your company would like RSIGuard® configured and deployed. The custom MSI package will be developed based on a consultation with Remedy Interactive support staff.

### **Software Support:**

Unlimited email support for named RSIGuard® Program Managers in your organization is included in your Maintenance Agreement. RSIGuard® customers who purchase a maintenance agreement enjoy priority access to Remedy Interactive email support. The priority support email address for customers with maintenance agreements is [masupport@rsiguard.com](mailto:masupport@rsiguard.com).

Unlimited U.S. toll-free telephone support for named RSIGuard® Program Managers in your organization is included in your Maintenance Agreement. Toll-free support is

available from 9 a.m. to 5 p.m. Pacific Time, Monday through Friday, except on U.S. federal holidays. Outside the United States, toll call telephone support is provided.

Toll call telephone support is provided for your organization's employees if your organization's Help Desk or support organization is not able to resolve an employee's question or concern. Toll call telephone support is available from 9 a.m. to 5 p.m. Pacific Time, Monday through Friday, except on U.S. federal holidays.

Web-based resources for employees are available via the internet. Help resources can be found at: [www.rsiguard.com/help](http://www.rsiguard.com/help) and Frequently Asked Questions can be found at: [www.rsiguard.com/usefaq.htm](http://www.rsiguard.com/usefaq.htm). Additional resources for RSIGuard® Program Managers are available via the internet at [www.rsiguard.com/support](http://www.rsiguard.com/support). Resources for your organization's information technology staff or technical support employees are available via the internet at [www.rsiguard.com/admin.htm](http://www.rsiguard.com/admin.htm).

### **Software Maintenance:**

Remedy Interactive will provide periodic updates to RSIGuard® to those customers with current Maintenance Agreements. These updates typically include the latest enhancements and modifications to improve the performance, usability, and reliability of RSIGuard® software.

Customers who choose to purchase a Maintenance Agreement will also have a clear upgrade path to Remedy Interactive's Office Ergonomics Suite. The Office Ergonomics Suite offers a rich set of applications and tools to extend and enhance your injury prevention program.

### **Optional Additional Services:**

Your organization may also elect additional services not included in the Maintenance Agreement, including customizations, development of RSIScripts, and training seminars.

#### Customizations:

Your organization may want RSIGuard® deployed in a particular configuration for all users. Remedy Interactive can assist your organization in defining and implementing your approach. Customization services are available at US\$ 200 per hour.

#### RSIScripts:

A particular department or individual may benefit from custom RSIScripts. An RSIScripts can be used to automate a repetitive task, and thereby eliminate or reduce exposure to strain. Remedy Interactive can develop and implement RSIScripts for individuals, departments, or organizations. RSIScripts development services are available at US\$ 200 per hour. If your organization chooses to have Remedy Interactive develop customer RSIScripts, such

RSIScripts will be supported by Remedy Interactive under your organization's Maintenance Agreement.

Custom MSI packages:

RSIGuard<sup>®</sup> customers with a Maintenance Agreement and 250 or fewer RSIGuard<sup>®</sup> licenses may purchase a custom MSI installation package. Custom MSI packages for such customers are available for US\$ 500.

Training Seminars:

*Program Manager Training:*

Remedy Interactive offers training seminars that will lead your ergonomics team and/or your managers through a deep demonstration of how to use RSIGuard<sup>®</sup> most effectively from an ergonomics perspective. Topics include deployment, configuration, features of the software, how RSIGuard<sup>®</sup> can help injured employees return to work, how to deploy RSIGuard<sup>®</sup> in call centers, and other valuable subjects.

These seminars can be done over the internet or in-person, and pricing depends on travel costs, content, and duration. Customers with maintenance agreements may contact [masupport@rsiguard.com](mailto:masupport@rsiguard.com) to let us know what your needs are, and we will develop an effective and valuable seminar.

*End User Training:*

Remedy Interactive offers training seminars that will provide your employees with an understanding of how to use RSIGuard<sup>®</sup> to help prevent injuries. Topics include tailoring RSIGuard<sup>®</sup> to help you work more productively and comfortably, features of the software, using AutoClick, and other important topics.

These seminars can be done over the internet or in-person, and pricing depends on travel costs, content, and duration. Customers with maintenance agreements may contact [masupport@rsiguard.com](mailto:masupport@rsiguard.com) to let us know what your needs are, and we will develop an effective and valuable seminar.

*Technical Training:*

Even though RSIGuard<sup>®</sup> is easy to install and configure, Remedy Interactive also offers training seminars for your Information Technology employees. Technical seminars provide specific advice on how to successfully deploy RSIGuard<sup>®</sup> in complex environments.

Topics can include how to collect Health Status Reports over the network, multiple user workstations, roaming employees, utilizing network drives, and other useful information. Technical seminars can also educate technical staff

on how to respond to the changing needs of ergonomics or health and safety staff.

These seminars can be done over the internet or in-person, and pricing depends on travel costs, content, and duration. Contact [masupport@rsiguard.com](mailto:masupport@rsiguard.com) and let us know how we can help your organization deploy RSIGuard<sup>®</sup> successfully and easily.

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