



Voice Recognition Specialists
Independent Living Specialists



Sales Agreement

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SMI's Responsibilities:

SMI will provide the equipment as indicated in the Equipment List.

SMI will deliver, and install the hardware. We will take the empty boxes with us.

If a high speed internet connection is available; SMI will confirm an operational internet connection using Internet Explorer or Firefox. If there is a problem with the internet connection we will contact the internet provider's tech support and attempt to solve the connection issue. We will configure Microsoft Outlook to send and receive e-mail.

SMI will provide 12 hours of on-site training; divided into six two hour training sessions. If less training time is required, then you will be charged only for the actual training time delivered, at the rate of \$100 per hour, to the nearest 15 minutes. The unused training time will be refunded within 30 days.

If necessary, additional training time can be purchased at the rate of \$100 per hour, minimum of one hour with no refund of unused time.

We will provide unlimited phone support for a period of at least 6 years. Please see the Support Conditions for important conditions.

SOFTWARE MAINTENANCE, INC.
370 Camp Hill Road - Fort Washington, PA 19034-2906
e-mail: DFL@DDWIN.COM www.greyeagles.org www.usveteran.org www.dictate.com
Phone: 215-843-2900 or 888-343-3773 Fax: 215-540-1232

Clients Initials:

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Support Conditions:

SMI will provide unlimited phone support for a period of at least 6 years provided that the Client remains reasonably cognitively intact, and if necessary, is capable of employing coping strategies for cognitive deficits.

Additionally, the Client must be capable of being able to process and act upon step by step troubleshooting directions given over the phone. This includes, but is not limited to; the ability to hear people talking on the phone, the ability for the client to hold the phone while following directions (perhaps a speaker phone might make sense), and having the physical and mental stamina required.

If at any time a client falls below these criteria, then SMI's ability to provide phone support is diminished to the point where we can no longer support the client.

If this situation is reached, SMI we will happily provide phone support to the Client's caretaker, family member, or friend so they can perform the requested tasks. The caretaker's or family member, or friend must be reasonably computer literate.

We do not warrant that we can solve your problem; SMI reserves the right to refer you to Dell Technical Support for issues that SMI cannot resolve.

The sooner you call me after you notice a problem, the faster and more likely SMI will be able to solve the problem. Days matter, do not wait to call me.

Clients Initials:



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Client's Responsibilities:

The Client must provide a clean and safe working environment at all times.

The Client must provide a suitable desk for the Equipment, and a chair to sit in.

The Client must provide a chair for the instructor to sit in during training sessions.

The Client must provide an operational high speed internet connection. If internet service is not ready on the schedule installation date, then we will install the computer to the best of our ability. A second visit will be required to complete the installation after an internet connection has been established. The cost of this second visit is \$150, payable net 15 days.

The Client must not allow others to use their computer.

The Client must be extremely cautious about downloading and/or installing software. Please call SMI before you download and/or install any software.

During the training we will discuss internet fraud, and e-mail phishing frauds and scams. However, the Client is ultimately responsible for protecting themselves against these problems. There is no software or hardware solution to fraud. The best weapon against fraud is your mind.

The client must call us at the first hint of a problem. Any problem detected within 7 days can be easily corrected using Rollback Rx Pro.

The Client must provide a grounded outlet within 6 feet of the desk.

The Client must provide a phone on which they can speak to SMI while sitting in front of their computer.

The Client must be able to meet our Support Conditions.

The Client must maintain the anti-virus subscription from SMI.

The Client is responsible for Data Backup. SMI is not responsible for the data on your computer.

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Equipment List:

If at any time an item is backorder or discontinued, we will provide the closest equivalent item.

DELL Desktop computer with:

Intel Dual Core 1.8 GHz

2 GB of RAM

Normal Keyboard

Kensington Orbit Trackball or Standard Mouse

Windows XP Home Edition

Backup CD Windows XP home Edition

MS Office 2007 Basic/Standard Edition

Commandcom Anti-Virus software with 1 year subscription for updates. Client is responsible for paying for updates for subsequent years.

Zone Alarm Fire Wall - Basic Version

Ad-Adware anti-tracking software – Basic Version

160 GB Hard drive

NO FLOPPY DRIVE

Single Drive CDRW / DVD RW

20 inch Wide Screen Analog LCD Monitor

Monster IClean LCD cleaner

Internal NIC Card

NO MODEM

Stereo speakers attached to monitor

2 year On-site Hardware Support from DELL (client can extend this warranty from DELL)

2 year Gold Priority phone support from DELL(client can extend this warranty from DELL)

HP 5610 OfficeJet Printer/scanner/copier/fax w/ 6' Cable

1 packet of 500 sheets of paper

20 CDRs

6 years Unlimited Phone support by SMI. SMI may refer the customer to DELL for problems that we cannot solve.

Rollback RX Pro Software

APC SurgeArrest Surge Suppressor

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The Fine Print:

ALL SALES ARE FINAL. RETURNS ARE NOT ACCEPTED.

In ordering this package, Software Maintenance, Inc (SMI) is acting as your Agent. You will get the benefit of such warranties as the Manufacturer of the software and hardware provides, but SMI is not responsible for the operation of the software and/or hardware, or for any indirect, special, consequential damages, such as loss of profits, or other damages, caused by these products or the failure of these products.

I authorize Software Maintenance Inc. (SMI) to charge my credit card for payment of the described software, hardware, and services. I authorize that my signature below will serve as a facsimile for my signature on a Credit Card Charge Slip. I affirm that I have read and that I agree to the above terms. For acceptance please fill out all five pages of the Sales Agreement, sign and date below, and then fax these five pages to **215-540-1232**.

Hardware and Software costs:	\$1750.00
Installation, Training and Support costs:	\$ 2450.00
6% PA Sales Tax due on Hardware and Software	\$ 105.00
1% Philadelphia Sales Tax due on Hardware and Software	\$ 17.50

(Since computer services are not taxable, you will be taxed on the hardware /software costs only).

Grand Total Due:

Today's Date:

Client's Name:

Client's Address:

Credit Card Number

Exp Date

Client's Signature:

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