DECISION INC.

1. Decision Inc. Customer Service Program

Decision Inc. is customer-centric, striving to deliver the best possible service. When you buy software from Decision Inc. , not only do you get leading edge technology, you get a partner who will guide you step-by-step through your processes and teach you how to enhance your system to get the most out of your investment. Decision Inc. will help you run your business more efficiently, so that together we can grow.

Added to this, our approach to customer service differs from the norm. In our experience of implementing, training and supporting Microsoft Dynamics ERP business solutions, we have seen how a proactive service mechanism is far more beneficial than a reactive support mechanism. This means that we schedule time in the month according to the schedule that suits you to come in and perform some of the following important. Our offerings are listed below:

Please note all prices quoted below **exclude VAT.**

Microsoft Partner
Microsoft
Gold Enterprise Resource Planning
Gold Cloud Platform
Silver Collaboration and Content
Silver Cloud Platform
Silver Small and Midmarket Cloud Solutions

2. Telephonic Service Program

Our Telephonic Service Program is used by clients who are self-sufficient and only require limited support on rare occasions, this plan includes the following:

- Telephonic Support: Telephonic support per incident which can be solved within 15 minutes. Should a support call take longer to Decision Inc., standard rates will then be billed for telephonic, on-site or remote desktop support.

  Cost: R3 300 per month

- Hours may not be carried over
- Should you require any additional support time, we are willing and able to assist, but please note that prevailing consultancy fees will apply
- This cost excludes travel, which will be billed on a per kilometre basis

3. Telephonic and Remote Desktop Service Program

Our Telephonic and Remote Desktop Support Service Program is used by clients who are self-sufficient and only require limited support on rare occasions, this plan includes the following:

- Telephonic Support: Telephonic support per incident which can be solved within 15 minutes. Should a support call take longer to Decision Inc., standard rates will then be billed for both on-site and remote desktop support.
- Remote Desktop Support: Telephonic support and three hours of remote desktop support. Will be billed in minimum increments of 15 minutes. Additional support requirements will be billed at the standard rates**.**

  Cost: R5 250 per month

- Hours may not be carried over
- Should you require any additional support time, we are willing and able to assist, but please note that prevailing consultancy fees will apply
- This cost excludes travel, which will be billed on a per kilometre basis

4. Basic Service Program

As discussed above, because Decision Inc. is customer-centric, we want you to get the most out of your Dynamics software. Thus, we insist that all our new customers be a part of our Basic Service Program as a minimum.

We strive to meet your software and support needs according to our "service excellence" standards, and therefore, will dedicate time – according to your preference – and a dedicated and certified service professional to your company, so that you are never left without our attention or assistance.

Our Basic Service Program includes the following:

- Telephonic Support: Telephonic support per incident which can be solved within 15 minutes. Should a support call take longer to Decision Inc., standard rates will then be billed for both on-site and remote desktop support.
- Remote Desktop Support: Time used for remote desktop support will be deducted from the hours available in the SLA and will be billed in minimum increments of 15 minutes. Additional support requirements will be billed at the standard rates**.**
- A dedicated service professional: You will be assigned one of our Microsoft certified service professionals. Our service professionals are fully trained and highly qualified in the Microsoft Dynamics field according to their areas of expertise.

- Proactive service for five hours per month: Your service professional will be on-site for a total of five pro-active service hours per month. These hours will be structured according to your preference. This time is to be spent according to your requirements, and as stated in the Customer Service Program description above.

  Cost: R5 750 per month

- Hours may not be carried over
- Should you require any additional support time, we are willing and able to assist, but please note that prevailing consultancy fees will apply
- This cost excludes travel, which will be billed on a per kilometre basis

5. Standard Service Program

Our Standard Service Program includes the following:

- Telephonic Support: Telephonic support per incident which can be solved within 15 minutes. Should a support call take longer to Decision Inc., standard rates will then be billed for both on-site and remote desktop support.
- Remote Desktop Support: Time used for remote desktop support will be deducted from the hours available in the SLA and will be billed in minimum increments of 15 minutes. Additional support requirements will be billed at the standard rates**.**
- A dedicated service professional: You will be assigned one of our Microsoft certified service professionals. Our service professionals are fully trained and highly qualified in the Microsoft Dynamics field according to their areas of expertise.
- Proactive service for 11 hours per month: Your service professional will be on-site for a total of 11 service hours per month. These hours will be structured according to your preference. This time is to be spent according to your requirements, and as stated in the Customer Service Program description above.

  Cost: R 12 430 per month

- Hours may not be carried over
- Should you require any additional support time, we are willing and able to assist, but please note that prevailing consultancy fees will apply
- This cost excludes travel, which will be billed on a per kilometre basis

6. Gold Service Program

We acknowledge that all companies and their software environments are unique, therefore Decision Inc. has a mid-level Service Program for those clients whose environments are slightly more complex and require more of our time (service hours) and assistance. Depending on your needs and solution/s implemented, we may assign more than one dedicated service professional to your company. The Gold Service Program includes the following:

- Telephonic Support: Telephonic support per incident which can be solved within 15 minutes. Should a support call take longer to Decision Inc., standard rates will then be billed for both on-site and remote desktop support.
- Remote Desktop Support: Time used for remote desktop support will be deducted from the hours available in the SLA and will be billed in minimum increments of 15 minutes. Additional support requirements will be billed at the standard rates**.**
- A dedicated service professional: You will be assigned one of our Microsoft certified service professionals. Our service professionals are fully trained and highly qualified in the Microsoft Dynamics field according to their areas of expertise.

- 22 hours of service per month: Your service professional will be onsite for a total of 22 service hours per month. These hours will be structured according to your preference. This time is to be spent according to your requirements, and as stated in the Customer Service Program description above.

  Cost: R 24 420 per month

- You may carry over up to two hours of unused support per month
- Should you require any additional support time, we are willing and able to assist, but please note that prevailing consultancy fees will apply
- This cost excludes travel, which will be billed on a per kilometre basis

7. Platinum Service Program

Our top Service Program is the Platinum Service Program. You chose to invest a large amount in us, and we want to return the favour by offering you the crème de la crème of Service Programs. This Program is for any of our clients who would like to really maximise their solution and get the most out of their partnership with Decision Inc. . Depending on your needs and solution/s implemented, we may assign more than one dedicated service professional to your company. The Platinum Service Program includes the following:

- Telephonic Support: Telephonic support per incident which can be solved within 15 minutes. Should a support call take longer to Decision Inc., standard rates will then be billed for both on-site and remote desktop support.
- Remote Desktop Support: Time used for remote desktop support will be deducted from the hours available in the SLA and will be billed in minimum increments of 15 minutes. Additional support requirements will be billed at the standard rates**.**
- A dedicated service professional: You will be assigned one of our Microsoft certified service professionals. Our service professionals are fully trained and highly qualified in the Microsoft Dynamics field according to their areas of expertise.
- 45 hours of support per month: Your service professional will be on-site for a total of 45 hours per month. These hours will be structured according to your preference. This time is to be spent according to your requirements, and as stated in the Customer Service Program description above.

  Cost: R 47 700 per month

- You may carry over up to four hours of unused support per month
- Should you require any additional support time, we are willing and able to assist, but please note that prevailing consultancy fees will apply
- This cost excludes travel, which will be billed on a per kilometre basis

8. Outsourced Service Program

Should the aforementioned Service Programs not meet your needs, and you require one or more service professional to be on-site full-time in a full outsource model, we will tailor-make an Outsourced Service Program to your requirements. Outsourcing is becoming more and more of a reality as different skill in Southern Africa fall short of demand. Outsourcing your specific roles and business solution support to Decision Inc. will ensure that you always have industry leading skills and service from our dedicated team, and will remove the problems sometimes associated with staff (sickness, leave, HR issues etc.).

Should you wish to discuss this in more detail, please contact Myen Pather by emailing m.pather@decision.com or telephonically on 011 602 0700.

9. Summary of Customer Service Program Offering

An easy-to-compare summary of our Customer Service Program offerings can be seen below:

ENTERPRISE BENEFIT	TELE	TELE & RDP	BASIC	STANDARD	GOLD	PLATINUM
Telephonic Support (within 15 min buckets)	Yes	Yes	Yes	Yes	Yes	Yes
Remote Desktop Support (30 min buckets)	No	3hrs	No	No	No	No
Hours Support (pm)	0	0	5hrs	11hrs	22hrs	45hrs
Hours Carried Over (pm)	0	0	0	0	2	4
Service Professional	No	No	Yes	Yes	Yes	Yes
COST PER MONTH (Excl. VAT)	**R3 300**	**R5 250**	**R 5 750**	**R 12 430**	**R 24 420**	**R 47 700**

E&OE