

Duncan-Parnell Support Agreement

Duncan-Parnell offers a technical support contract. The support contract covers telephone and online support for Trimble Mapping and GIS products and ESRI products*. Support benefits include:

- Telephone and email support for Primary and/or Additional Contacts
- Desktop Sharing ability to allow **Duncan-Parnell's** support representatives to view client's problems first-hand
- 10% off web based training classes

Support Agreement Pricing:	Purchase with Software/Hardware:	Purchased separately:
1 Primary Contact	<input type="checkbox"/> \$395	<input type="checkbox"/> \$595
Each Additional Contact	<input type="checkbox"/> \$195	<input type="checkbox"/> \$395

*Hardware and Software Covered: Trimble Mapping Grade GPS Receivers, Trimble GPS Pathfinder Office, Trimble TerraSync, Trimble GPSCorrect, Trimble GPS Analyst, ESRI's ArcGIS Desktop and ESRI's ArcPad

Company: _____

Primary Contact Name: _____ E-mail address: _____

Phone Number: _____

Additional Contact Name: _____ E-mail address: _____

Phone Number: _____

Please indicate your method of payment. Fax to 919-460-8896.

- Credit Card (Visa, MasterCard or American Express).
Somebody from Duncan-Parnell will call you for the credit card number.
- Company Check
- Company PO# _____ (Account is required)



Approval by: _____

Date: _____

CONDITIONS OF SUPPORT AGREEMENT:

Contact from a Duncan-Parnell support representative will be within 4 business hours from receipt of the issue. This contract is valid for a period of one year after the invoice date. If a customer is using support as a method of training, Duncan Parnell reserves the right to pause the contract until the proper training is obtained. You will be issued a Duncan-Parnell Support Contract that includes a support contract number and how to obtain support from Duncan-Parnell.