

APPENDIX A

Technical Support Rates

Contact Information Call 508-545-0272 and/or go to www.iqcoin.com/support and/or go to www.coinnexus.com/support.

WE OFFER SEVERAL DIFFERENT PRICE OPTIONS FOR TECHNICAL SUPPORT IN ORDER TO HELP YOU CONTROL YOUR COST OF SUPPORT.

Please note that these rates are subject to change with 30 day written notice to Licensee.

Coin Nexus, LLC Staff

There is no charge for contacting the staff at Coin Nexus, LLC to see if we can answer your question or address your problem. Perhaps you are experiencing a problem that is common to all users. If so, we can advise you that we are aware of the problem and are working on a solution. We don't want you to have to pay the cost of a Technical Support appointment unless absolutely necessary. While we don't have a technical person on staff, and we can't guarantee our availability, we will always try to help you as best we can to keep your costs down. Call 508-545-0272 and/or E-mail: support@coinnexus.com.

Regular Technical Support With 24 Hour or Less Response Time

Each regular technical support call will be charged a minimum of \$100, which covers support for up to one (1) hour. Support after the one (1) hour mark has been reached will be billed in ¼ hour increments, at a cost of \$35 per ¼ hour. The more prepared you are for your appointment, the more money you will save. Once a Regular Technical Support appointment with the Technical Support Company has been set up and confirmed, if you cancel the appointment within 24 hours of the appointment, you will be billed for a \$100 cancellation fee. If you cancel the appointment anytime prior to the last 24 hours before your appointment and we are able to confirm your cancellation, there will be no charge for cancellation. While the staff at Coin Nexus would like to help your support call go smoothly, you do not need to talk to and/or receive permission from Coin Nexus to schedule an appointment.

Emergency Technical Support With 4 Hour or Less Response Time

Emergency Support Calls will be charged a minimum of \$200, which covers support for up to one (1) hour. Support after the one (1) hour point has been reached, will be billed in ¼ hour increments at the cost of \$70 per ¼ hour. The more prepared you are for your appointment, the more money you will save. Once an Emergency Support appointment with the Technical Support Company has been set up and confirmed, if you cancel the appointment for any reason, you will be billed for a \$200 cancellation fee. While the staff at Coin Nexus would like to help your support call go smoothly, you do not need to talk to and/or receive permission from Coin Nexus to schedule an appointment.

Advanced Technical Support

If your request for Technical Support is so complex that Regular Technical Support and/or Emergency Technical Support would not be an appropriate choice to handle your request, you will be referred to the Advanced Technical Support Department. You must obtain e-mail written approval from Coin Nexus, LLC to qualify and use the services of Advanced Technical Support. Advanced Technical Support will be billed at the rate of \$200 per hour, with a half hour minimum for support with a flexible non-specified response time (depending on technician availability). Should you need a 4 Hour or Less Response Time, assuming a technician is available in 4 hours or less, you will be billed at the rate of \$300 per hour with a half hour minimum. If the call exceeds an hour, you will be billed in ¼ increments of \$75 per ¼ hour. There is no charge for cancellation of any Advanced Technical Support call.