



865 Laurel Street San Carlos, CA 94070
Tel: 650-592-6211 Fax: 650-594-8453
www.TrinityRealtime.com



Dear QuickBooks Reseller,

Thank you for your interest in our **Realtime for QuickBooks**[®] software.

We are currently building a global network of software resellers, like you, that will form a powerful marketing force for the advancement of **REAL-TIME** e-commerce applications.

Realtime for QuickBooks, created exclusively for users of Intuit's QuickBooks platform, is the first add-on interface module that connects the QuickBooks accounting database directly to a *live web store*. Now, QuickBooks users can manage an online store straight from **INSIDE** the accounting system. It's amazingly easy to do...and *fast!*

As a Trinity Dealer Association Member, you'll be part of an exclusive organization. No other software vendor can provide your customers with a broader collection of e-commerce accounting tools at *any* price. This is your chance to climb onboard a truly extraordinary sales opportunity.

And best of all...*it costs you nothing to join. No upfront fees! No annual dues! Nothing!*

Attached to this letter is the Dealer Registration form along with some technical and promotional materials that explain some of the main features of the **Realtime for QuickBooks** software. Once you become a Trinity Dealer, we'll send you an exclusive Demo CD-ROM. Since we understand that your time is valuable, you'll be able to install and begin showing this amazing software to your clients in less than 15 minutes.

We sincerely hope you will choose to become a TDA Member as soon as possible. Fax back a completed Dealer Registration form today.

Thanks again for considering Trinity Realtime.

Best regards,

Stephen E. Kirby, CPA
President

“If it didn't happen in REAL-TIME, maybe it never happened at all”

Thank you for your interest in becoming an authorized Trinity reseller. Please fill out this form and then fax or mail a signed original to us. Be sure to retain a copy for your records. We look forward to working with you as a TDA partner.

FAX to: 650-594-8453

**Mail to: Trinity Realtime, Inc.
865 Laurel Street
San Carlos, CA 94070**

General Company Information:

Business Name: _____

Person to Contact: _____ Title/Position: _____

eMail: _____

Web Site URL: www. _____

Street Address: _____

City/State/Zip: _____

Telephone: _____ Fax: _____

Business Structure: Corporation Sole Proprietorship Partnership LLC Other _____

Date Founded: _____

Policy Statement:

Trinity Realtime software and services are sold exclusively through its Dealer network. Dealers earn commissions on sales by securing end-user customers to purchase Trinity Realtime products. A sale is confirmed when Trinity Realtime receives a purchase order from a Dealer naming a specific customer as the buyer. Commissions are paid to Dealers ONLY after payment has been received by Trinity Realtime. Distribution of commissions are made at the end of the month following the month the applicable receivables were collected. Customers may purchase Trinity Realtime software in two different ways: (1) a License purchase, wherein the total cost of the software is paid in full upon delivery, or (2) as a Lease/Purchase Contract, wherein the customer opts to buy the software by making 24 equal monthly payments to receive software usage, upgrades, technical support and web site hosting--at the end of the 24 months, the License then becomes the customer's property. In both cases, the Dealer is paid a commission. Trinity Realtime may decline to accept any purchase order submitted by the Dealer for any reason whatsoever, even without giving a reason for the refusal. Registered Dealers are required to comply with and uphold Trinity Realtime License Agreement (as printed on all software products sold) to the best of their ability. Knowing violation of any such License Agreement, or not reporting known violations is grounds for termination of the Dealer status as well as any appropriate legal action.

All information provided on this form is truthful and accurate. The person providing this information is an officer of the company who is knowledgeable about the subjects involved and is authorized to disclose the information.

Submitted by: _____

Signature

Date



Dealer Terms

This section of the Dealer Registration is the official **Dealer Terms Agreement**. Be sure to carefully read all terms and conditions contained in the Dealer Terms contract agreement. Trinity Realtime strongly recommends that you consult a legal advisor to assist you in the review of this document. Submission of this Registration indicates that you have thoroughly examined this contract and do accept its terms and conditions without exception.

Contract Agreement

Dealer Name: _____

1. GENERAL TERMS AND CONDITIONS

1.1 Appointment. We appoint you as our non-exclusive reseller for Trinity Realtime software products and related services (the "Software"), and you accept this appointment. We authorize you to License the Software ONLY to end-user customers ("Customers") and only within the United States and Canada. You agree to transfer the Software to Customers only through the use of the official Trinity Realtime Software License Agreement and the Trinity Realtime License Registration Form included with the Software.

1.2 TDA Program. This appointment is governed by this Agreement and amended by us from time to time. You have been accepted as a participant in the TDA Program as described in this Agreement. We will provide you copies of any changes in the TDA Program within ten (10) days of such change.

2. YOUR RESPONSIBILITIES

It is your responsibility under this Agreement to:

- (a) Comply with this Agreement.
- (b) Deliver to the Customer all Software purchased by the Customer, including all media, documentation and related materials.
- (c) Make certain that every Customer understands and accepts the Software License Agreement provided with the Software.
- (d) Make certain that every Customer signs and returns an original of the Registration Form provided with the Software.
- (e) Work with the Customers in a competent, professional and effective manner.
- (f) Utilize your best efforts to ensure that Customers are satisfied and able to use the Software.

3. RELATIONSHIP

You are an independent contractor and are NOT our agent, partner, or representative. You have no power to bind us, or to change or vary any of our terms, conditions, warranties, or promises.

4. OWNERSHIP AND PROPRIETARY RIGHTS

You acknowledge that all right, title and interest in the Software is the property of Trinity Realtime and its Licensors. YOU ACKNOWLEDGE THAT THE SOFTWARE IS COPYRIGHTED AND THAT YOU MAY NOT REPRODUCE ANY COPIES OF THE SOFTWARE. You are expressly prohibited from reverse engineering, modifying in any way or decompiling of the Software. You may not sub-license, assign, or transfer any of your rights relating to the use of the Software, except as expressly permitted by this Agreement. You indemnify and hold Trinity Realtime harmless from and against any loss, liability, damage or expense (including reasonable attorney's fees) incurred by us as a result of your breach of any of your obligations under this section, or under applicable copyright or intellectual property law.

5. TRADEMARKS AND SERVICE MARKS

"Marks" shall mean all trademarks, service marks, trade names, logos or other words identifying or used in connection with the Software. You acknowledge that all Marks are and will remain our exclusive property. You agree not to use the Marks in any advertising or in any other way, except you may use the Marks to:

- (a) State that you are authorized to sell the Software and/or to provide services for the Software, as set forth in this Agreement; and
- (b) Refer to the Software items by their associated Marks, provided that such references are truthful and not misleading, and that you clearly identify Trinity Realtime as the owner of the Marks.





6. WARRANTY AND LIMITATIONS ON WARRANTY

6.1 Warranty/Limitations. We warrant all Software acquired by you under this Agreement is accordance with our standard written warranties, in effect at the time of the sale.

SUCH WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, RESPECTING THE SOFTWARE AND ANY SERVICES PROVIDED BY US, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

WE SHALL HAVE NO OBLIGATION TO ANY END USER UNDER ANY WARRANTY GIVEN BY YOU, YOUR AGENTS OR YOUR EMPLOYEES.

IN NO EVENT SHALL WE BE LIABLE FOR INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE) ARISING OUT OF THE USE OF, OR INABILITY TO USE, THE SOFTWARE, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN ANY EVENT, OUR LIABILITY (a) UNDER ANY PROVISION OF THIS AGREEMENT OR ANY TRANSACTION CONTEMPLATED BY THIS AGREEMENT, OR (b) FOR ANY DAMAGES CAUSED BY SOFTWARE OR DEFECT OF FAILURE IN SOFTWARE, OR (c) ARISING FROM A COURT OR ARBITRATION PANEL OF PROPER JURISDICTION HOLDING ANY OR THE ABOVE WARRANTIES OR DISCLAIMERS OF WARRANTIES INVALID, SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU TO US PURSUANT TO THIS AGREEMENT AND ARISING OUT OF THE TRANSACTION(S) GIVING RISE TO SUCH LIABILITY.

6.2 Indemnity. You agree to indemnify us and to hold us harmless from and against any loss, damage, claim or demand whatsoever arising out of your activities, including, but not limited to, any express warranties or representations made by you, your agents or employees, which are not part of our written warranty and approved specifications for the Software.

Your remedy from us under this Agreement for any breach of warranty or other claim of defect in the Software shall be limited to, at our election, either a credit to your account of the corresponding original purchase price of the Software, less any applicable restocking fee, or replacement of the Software with a charge for any applicable exchange fee.

6.3 No Other Warranty. You agree that with respect to the Software, you will give and make no other or different warranty or representation as to quality, merchantability, fitness, or any other feature of the Software other than has been made in writing by us in our written warranty and software documentation.

7. CONFIDENTIALITY

You agree not to disclose any confidential information that you receive from us, whether oral or written, or in other tangible form and that is identified by us as confidential or proprietary, to any employees who do not have a specific need to use such information, or to any other party, without our prior written consent. All employees or other persons who receive our confidential information must be bound by a written agreement not to disclose such information to any other parties without our prior written consent.

8. TERMINATION OF THIS AGREEMENT

This Agreement terminates:

- (a) ten (10) days after we notify you of any breach of any provision of this Agreement, including but not limited to subsection 2(g), unless such breach is cured by you within ten (10) days of such notice; or
- (b) automatically, if you are the subject of a proceeding in bankruptcy, placed in receivership, or enter into an arrangement for the benefit of your creditors; or
- (c) automatically upon your death or physical or mental incapacity, or that of the principals of your company where no qualified person remains to meet the minimum requirements of this Agreement; or
- (c) upon 30 days' written notice by either party to the other party.

You may not assign this Agreement. If you change your legal structure or undergo any change in ownership of stock or partnership or other ownership interest, then we may terminate this Agreement without notice. We may assign this Agreement and our interest in the Software to any party without your consent. This Agreement shall inure to the benefit of any successor of Trinity Realtime.

Neither of us shall be liable to the other for any damages, losses or expenses related to the termination of this Agreement. Your obligations to pay for Software delivered to you and to protect our confidential information continue after termination.



9. PRICING, PAYMENT AND RECORD KEEPING

9.1 Payment. You will pay us amounts as set forth in our current price list as published from time to time in conjunction with the TDA Program, **prepaid or C.O.D.**, unless we agree to other terms in writing with you.

9.2 Records. You agree that during the term of this Agreement, and for a period of one (1) year after its termination, to maintain records relating to the contracts, licenses, invoices, accounts, complaints, and other transactions which occur concerning the Software. You agree that we, or our authorized agent, shall have the right to inspect these records and other financial information pertaining to us or the Software.

9.3 Risk of Loss. All risk of loss for copies of the Software shall pass from us to you at the time and place of delivery to you or the carrier for delivery to you, whichever occurs first.

10. ARBITRATION

Any disputes between us arising under this Agreement, or related to this Agreement or the TDA Program in any way, shall be resolved by submission to binding arbitration in accordance with the rules of the American Arbitration Association. The arbitration shall be held in San Mateo County, California. The non-prevailing party in the arbitration shall bear the expenses in the arbitration proceeding, including reasonable attorney's fees, unless the arbitrator determines otherwise. Judgement upon the award may be entered in any court of competent jurisdiction.

11. MISCELLANEOUS

11.1 Entire Agreement. This written Agreement constitutes the entire agreement between us with respect to the subject matter and supercedes all previous agreements between us, as well as all proposals, oral and written, and all negotiations, conversations and discussions between us related to these subjects. You acknowledge that you have not been induced to enter into this Agreement by any representations or statements, oral or written, except those set forth in this Agreement.

11.2 Modifications. This Agreement may not be modified, except by written amendments signed by both parties.

11.3 Conflicts. In the event that any of the terms of this Agreement are in conflict with any applicable rule of law or statutory provision, such terms shall be deemed stricken from this Agreement, but shall not invalidate any other terms of this Agreement, and the Agreement shall continue in full force and effect.

11.4 Terms Control. The terms of this Agreement shall control any conflicting or inconsistent standard terms or conditions on any purchase order or invoice or either party, notwithstanding any provision to the contrary in any such purchase order or invoice.

11.5 Notices. Notices under this Agreement shall be deemed sufficient and effective upon receipt if given by (a) certified mail, postage prepaid, return receipt requested, (b) FedEx, or (c) telefax. Notices will be addressed to the addresses set forth in this Agreement, or such other addresses as the respective parties may designate by like notice from time to time.

11.6 Choice of Law. This Agreement is made and executed by us in San Mateo County, California. You consent to the exercise of jurisdiction by the courts of San Mateo County, California, in connection with any dispute arising out this contract which is not submitted to arbitration. The Agreement shall be governed and construed in accordance with the laws of California. Any dispute submitted to arbitration in accordance with this Agreement shall be determined in accordance with the laws of the State of California.

(RESELLER)

By _____

Print Name _____

Title _____

Date _____

TRINITY REALTIME, INC.

By _____

Print Name _____

Title _____

Date _____

Realtime for QuickBooks®

The only true **real-time** interface for web stores using QuickBooks®



Internet Access

The key benefit of using **Realtime for QuickBooks** is that it provides direct, **real-time** Internet access to QuickBooks data from anywhere in the world ...at any hour of the day.



Online Store

Realtime for QuickBooks includes a template-based online web store, complete with shopping cart and item-search functions. The user simply designates which products within QuickBooks to be featured on the web store, then those products, including price, descriptions and graphic images, are displayed on the web site. **Realtime for QuickBooks** seamlessly integrates the web store with the QuickBooks database in **real-time**. Changes, additions or deletions to data in QuickBooks **automatically** appears in the web store. The software even includes powerful enhancements to QuickBooks, including separate pricing by customer or item; breakdown of products by color and sizes; special discount options; and specific sales tax calculation by zip code, county or province. **Realtime for QuickBooks** delivers standard e-commerce features typically found on million-dollar web sites.



Data Entry

Using a proprietary interface module and the Intuit SDK, **Realtime for QuickBooks** directly 'reads' and 'writes' to the QuickBooks database. When a web store customer enters an order online, the information is transparently written into QuickBooks simultaneously. Data entry occurs in true **real-time**.



Payment Processing

Realtime for QuickBooks can be configured to process credit card purchases in **real-time**, or it can store orders to be invoiced or processed at a later time. **Realtime for QuickBooks** can also accept PayPal and other web-exclusive payment forms.



Accounting

Realtime for QuickBooks enables the user to maintain up-to-the-minute accounting of all web store activity directly in QuickBooks. The user never has to 'upload' or 'download' bookkeeping information from the web store. Every single web transaction is recorded into QuickBooks in **real-time**, as it happens. No subsequent input is necessary. Accounting records are accurate and accessible 24-hours a day.



Inventory

Realtime for QuickBooks keeps track of every item in QuickBooks, in **real-time**. Users can elect to have out-of-stock items automatically removed from the web store display (until stock is replenished). This feature is a tremendous benefit since it eliminates the need to re-contact customers with notification the item they ordered is not available or will be late in delivery. The result is better customer relations and huge bottom-line savings.



Web Design

Realtime for QuickBooks comes complete with multiple ready-to-launch web site templates so users don't need to know anything about HTML or other site creation tools. It takes just a few mouse clicks to publish a brand new web store. Users can truly 'customize' their web site to have virtually any appearance imaginable. Moreover, the site layout, colors, fonts and other design elements can be 'switched' among a palette of choices with a single mouse-click, so the look and feel of the web store is always fresh and new.



Shipping

Realtime for QuickBooks includes a flexible shipping module that can be user-defined or linked in **real-time** to UPS and USPS. This powerful QuickBooks enhancement allows online customers to pick the mode of shipping they prefer, and then receive a tracking notice via e-mail that lets them monitor their order delivery. It also includes regular postal options and the ability to add a fixed *handling* charge to every order. Few online e-commerce systems have this high level of shipping options.



Marketing

Opening a web store is just the first step in e-commerce. After that, it's vital to market the store so online shoppers will be able to find it. That's why **Realtime for QuickBooks** includes a comprehensive set of Internet marketing tools to help store operators promote their web site including a built-in e-mail autoresponder for communicating with customers and site visitors, plus scores of tips on how to get high rankings on popular search engines; how to develop affiliate programs; how to distribute e-coupons; and lots of other practical marketing advice.



Reporting

Realtime for QuickBooks includes a full set of performance and activity reports that users can access at any time so they can analyze how their web store is doing. These reports provide an instant snapshot of important customer visit and sales activity, plus all of the accounting records contained in QuickBooks... retrievable any time from any place in the world via the Internet.



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“Realtime” Definition

A lot of software products claim to work in “real time”. Fact is, most don’t. True real-time processing means the intended action occurs at the exact moment of input, automatically, with no manual assistance.

Realtime for QuickBooks operates completely in true REAL-TIME.

You can see orders entered on an ordinary e-Commerce web site **AUTOMATICALLY** flow into QuickBooks in real-time.

You can see price and product changes entered into QuickBooks **AUTOMATICALLY** display on a connected e-Commerce web site in real-time.

You can see data securely pass across the width of the United States and back again, from an e-Commerce web site into QuickBooks, **AUTOMATICALLY**, in *under 2 seconds*.

Today...you can see the future of e-Commerce.

Realtime for QuickBooks is a realtime accounting interface designed to allow QuickBooks users the ability to create or modify an e-Commerce web store right out-of-the-box. It’s easy to install and transparent to run. All functions are either template or mouse-click activated. A novice can master its administration without an extensive learning curve.

Realtime for QuickBooks is a lifesaver for small businesses that don’t have the time or expertise to constantly manage a web site. Coordinating prices, adding new products, removing old ones, updating inventory, etc. is *ALL* done *automatically* from QuickBooks.

Realtime for QuickBooks is the easy, low-cost way to automate e-Commerce on the QuickBooks platform.

For additional information, visit our web site:

www.TrinityRealtime.com

7 Reasons Why Realtime for QuickBooks is Different

True Realtime Operation

Ease of Use

Flexibility

Affordability

Reliability

Secure Data Handling

Blazing Speed



End-User Price List

Prices Effective October 1, 2005

Prices Subject to Change without Notice



Products & Services	Full Product License	Lease/Purchase with Hosting
Single-Server License	\$ 999	\$99/Month 24-Month Contract
Software Maintenance Contract - Standard¹ Annual Fee for One Server Installation	\$ 300	Included in Monthly Fee
Software Maintenance Contract - Premium Annual Fee for Unlimited HelpDesk	\$ 600	Included in Monthly Fee
On-site Product Training	\$100/Hr. Base Rate + \$10/Hr. Per Person + Travel and Lodging Expenses	



Products & Services	Full Product License	Lease/Purchase
Single-Server License	\$ 3,999	Not Available
Software Maintenance Contract - Standard¹ Annual Fee for One Server Installation	\$ 300	Not Available
Software Maintenance Contract - Premium Annual Fee for Unlimited HelpDesk	\$ 600	Not Available
On-site Product Training	\$100/Hr. Base Rate + \$10/Hr. Per Person + Travel and Lodging Expenses	

CP Realtime works best on 'User Hosted' web sites. A third-party hosted web site will be significantly slower based on the actual volume of data transferring across the Internet.

¹ Software Maintenance Contract (SMC) - Standard

The STANDARD SMC entitles the Registered Licensed User to receive and use all updates, patches and other modifications to the Software published during the one-year period of the Contract. In addition, the User may contact Trinity Realtime at any time during normal business hours to receive up to 12 hours of telephone technical support for any problem associated with the Software. The User may also contact Trinity Realtime via email to receive assistance and technical advice for up to twenty (20) separate incidents during the one-year covered period. Any requested support beyond the telephone and/or email limits will be billed on an hourly basis at the rate of \$90 per hour with a one-half hour minimum charge per incident. The first year of the SMC is **mandatory**.

Software Maintenance Contract (SMC) - Premium

The PREMIUM SMC entitles the Registered Licensed User to receive and use all updates, patches and other modifications to the Software published during the one-year period of the Contract. In addition, the User may contact Trinity Realtime at any time during normal business hours to receive UNLIMITED telephone technical support for any problem associated with the Software. The User may also contact Trinity Realtime via email to receive assistance and technical advice for an UNLIMITED number of incidents during the one-year covered period.

NOTE: ALL SMC subscriptions are renewed annually on January 1. The first renewal will be pro-rated based on the actual calendar date of its activation. If the SMC is discontinued by the User for any reason, a 'reinstatement fee' of \$150 will be charged when the SMC is reactivated.

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eCommerce Hosting

Trinity Realtime offers secure, low cost hosting for eCommerce businesses using its software.

Our in-house servers are configured with the most advanced Internet technology available. They are designed specifically for **QuickBooks integrated web sites** so you can be assured your web business will operate at maximum speed and unshakable security.

Each Trinity Realtime web site automatically receives the latest software upgrades as soon as they are published...so your web site is always running the most recent programs that are fully supported by technicians trained specifically to solve any issue involving real-time Internet data transfers. Additionally, each web site has a special MySQL redundancy built in to provide critical fault tolerance.

Trinity Realtime offers two hosting solutions to fit your specific needs.

Real Host

Available to clients that own Realtime for QuickBooks

- Automatic e-Mail Forwarding
- CGI/PHP/SSI Access
- Access to SSL Certificate
- Online Web Logs & Statistics
- Credit Card Gateway Access
- MySQL Database Redundancy
- T-1 Transfer Speed
- 250MB Disk Space
- Secure Server
- Software Upgrades
- 24/7 Support
- Full System Backups

\$35

Per Month

Real Host services are billed quarterly in advance.

Real Host Plus

Available to clients that Lease/Purchase Realtime for QuickBooks

- Automatic e-Mail Forwarding
- CGI/PHP/SSI Access
- Access to SSL Certificate
- Online Web Logs & Statistics
- Credit Card Gateway Access
- MySQL Database Redundancy
- T-1 Transfer Speed
- 250MB Disk Space
- Secure Server
- Software Upgrades
- 24/7 Support
- Full System Backups

- One Full *Realtime for QuickBooks* Installation
- Support for *Realtime for QuickBooks*

\$99

Per Month

Real Host Plus accounts are billed monthly, in advance.

* Requires 2-Year Contract

All Real Host and Real Host Plus sites are protected by uninterruptible power systems and hot-swap hard drives.

Additional services and products available from Trinity Realtime:

- Web Design
- Data Line Setup
- Custom Software Programming
- Credit Card Gateway Setup
- SSL Certificates
- Domain Registration
- Web Site Content Management
- Shipping Rate Calculators

CALL TODAY **650-592-6211**





Software Maintenance Contract (SMC)



The Trinity Software Maintenance Contract (SMC) automatically delivers to Registered Users all of the updates, patches, and enhancements to Trinity software products **as they are published**.

Update editions are typically shipped on CD-ROM each quarter throughout the year. (An end-user may elect to receive an electronic transfer of SMC editions). An active SMC qualifies the user to receive four contiguous editions and can be renewed at expiration without interruption.

SMC is for a single computer server installation. It is NOT LEGAL to install one SMC edition on more than the single authorized system.

PRICING

The End-User Price for a **STANDARD** single-system SMC is **\$300**; or **\$600** for a **PREMIUM** SMC.

DEALER DISCOUNT

Dealers may purchase SMC's at a **15%** discount off the List Price.

SMC RENEWAL

ALL SMC's automatically renew on January 1st each year. The initial renewal price will be pro-rated to adjust for the actual calendar date of activation; thereafter, each SMC will be based on the calendar year.

A series of advance email notices will alert each End-user that the SMC will expire on December 31 and providing the User to 'terminate' the SMC. However, if no instruction is given to Trinity Realtime by the End-user prior to the expiration date, then the SMC will be 'automatically' renewed and the customer will be invoiced accordingly.

NOTE: It is important to stay current with each SMC when it comes up for renewal. In the event an SMC is not renewed, the End-user will have to pay a \$150 '*reinstatement*' fee to reactivate it. That reinstatement fee is in addition to the regular renewal price of each lapsed SMC.

Dealer discounts are NOT available on reinstatement fees.

The first-year SMC is MANDATORY. All customers are required to buy SMC support coverage for the first year of license ownership.

STANDARD SMC

In addition to regular updates, the Standard SMC entitles the End-User to receive up to twelve (12) hours of telephone technical support and e-Mail support for up to twenty (20) separate incidents per year.

PREMIUM SMC

The Premium SMC entitles the End-user to receive "*unlimited*" telephone and e-Mail support.

ACCESS & LIMITATIONS

Trinity Realtime technicians will provide telephone or e-Mail support during normal business hours (Pacific Time Zone). Support is available for any software question related to installation, upgrades, troubleshooting, de-installation or hardware compatibility. Trinity will not provide assistance regarding other software, accounting or non-Trinity Realtime software related matters.

ALL SMC support REQUIRES remote Internet access to all hardware under contract. Denial of access voids SMC.

"If it didn't happen in REAL-TIME, maybe it never happened at all"

Prices Effective May 1, 2005

• Prices Subject to Change without Notice

Domain Registration	Term	Price
<p>Every website must have a Domain Name. A domain name (sometimes called simply a "domain") is just a label for the location of a web site – its IP Address. Domain registration is limited-time ownership of the IP address. You can register a domain for a specified length of time, anywhere from 1 to 10 years. The "Registrant" of a domain is the actual owner of the domain name until the registration period expires.</p>	1-Year	\$ 35
	2-Years	\$ 50
	3-Years	\$ 70
	5-Years	\$ 90
	Transfer	\$ 50

DNS	Term	Price
<p>DNS technically stands for <u>D</u>omain <u>N</u>ame <u>S</u>ystem although it sometimes used to stand for "Domain Name Server"; sometimes just called "name server". The name server is a 'pointer' from your domain at the domain name database to wherever your actual website is (web server). When someone types www.yourwebsite.com in their browser, it will look for the domain's location online. It finds your web server location from the domain database, which tells the browser what server to access.</p>	1-Year	\$ 50
	2-Years	\$ 90
	3-Years	\$ 125
	Transfer	\$ 50

Dynamic DNS	Term	Price
<p>Regular DNS utilizes a 'static' or permanent IP address. But not all web servers have static IP's – some have 'dynamic' IP's. When that is the case, you will need software that runs on the local web server that will communicate the changing dynamic IP to the domain name server automatically. This service is available in Standard and Premier modes.</p>	Standard 1-Year	\$ 50
	Premier 1-Year	\$ 85
	Standard 2-Years	\$ 65
	Premier 2-Years	\$ 125

SSL	Term	Price
<p>SSL is short for <u>S</u>ecure <u>S</u>ocket <u>L</u>ayer, a protocol for transmitting private data via the Internet. SSL works by using a private 'key' to encrypt data that's transferred over the SSL connection. The most common use is for transfer of credit card transaction data. By convention, URL's that utilize an SSL connection start with <i>https</i>: instead of <i>http</i>:</p>	1-Year	\$ 138
	2-Years	\$ 198
	3-Years	\$ 298
	Transfer	\$ 50

E-Mail Accounts	Accounts	Price
<p>E-Mail Accounts are available for customers that 'host' a website with Trinity Realtime. Accounts are managed by Trinity Realtime on secure POP3 Microsoft Exchange servers and do not allow users administrative access. Maximum file size limits may apply for attachments coming into or leaving from the Trinity Realtime e-mail servers.</p>	First 3	\$ 12/Month
	Each Additional	\$ 3/Month

All prices are net amounts and may be subject to additional taxes. All payments are due in advance of service. Renewal contracts are based on calendar year periods with payment due January 1st. All services are warranted by the third-party vendor providers. Trinity Realtime, Inc. is not responsible for any interruption of service delivery by any provider. Price includes administrative handling of customer applications and subsequent service installation as supplied by the third-party provider, but does not include ongoing technical support by Trinity Realtime. Any required technical support provided by Trinity Realtime for any of the Internet Services listed above will be quoted and billed at prevailing rates.