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RME_x AND I-TEL CHECK-UP SERVICES

Quantrax is pleased to announce the availability of new services to ensure that your software stays current, and your I-Tel dialer services are working correctly.

In the case of RME_x, it is getting more important that you stay current, since we are being forced to do more work in shorter time frames to handle industry and compliance changes. While staying current with new software offers several challenges, the cost of Quantrax maintaining and supporting multiple versions of code is significantly higher, and associated with a different set of risks. Our new services are designed to help you stay current without large investments in internal resources.

With regard to RME_x, Quantrax will usually issue a new version of the product every 6 months. Periodically, smaller updates and fixes (FTP's) are released and can be applied when they are available. These updates usually involve applying new software, while a new

version requires a software update and the running of an "Installation program" which could take from a few minutes to a few hours. These processes require a dedicated system (No one can be using the system). In addition to staying current with software, you need to make sure that you stay within disk space guidelines and check system operator messages for hardware or system software problems (which are rare).

In the case of the dialer, there are many more moving parts. Is your configuration backed up? Are there warning errors, disk space issues or potential system software issues? Should services be recycled? While these are not difficult tasks to perform, they must be done regularly. It is our experience that most companies do not pay attention to this important area and will encounter service interruptions that should have been avoided with routine maintenance. Our objective is to offer economical services in both of these areas.

THE DETAILS

Both services will be performed by by trained staff based in Quantrax's offshore operation. These individuals are in the same office where we have programmers and dialer support staff. They are able to quickly get help for any item that requires technical support. Most of the RMEEx checks will be done once a

month, while a few of the items will be performed more frequently. The dialer check up services are run weekly. In all cases, you will be contacted by a representative if there are any problems. You will also be contacted whenever any check or update is performed on RMEEx or I-Tel. Following is a summary of the services for each area.

RMEX CHECK UP SERVICE	
ITEM	FREQUENCY
Check up of your system to include disk space, analysis of libraries for very large objects. If these are temporary files, we will review with programmers to have those files deleted at the end of the jobs. Making sure you system queues are being cleaned up by the system.	Monthly
Check that your backups are running.	Weekly
Check INTELPR and System Operator messages to see if there are any warnings.	Weekly
Check nightly processing to make sure there are no processes that may be running for longer than expected.	Weekly
Make sure you on the latest release of RMEEx! We will contact you when a new version of RMEEx is available and schedule a date for the upgrade.	As required
Usually between 4th and 20th of the month or twice a month depending on what is on the PTF log, we will update your system with the latest PTF's including copying the code from the FTP site to your system.	Monthly or more often

Here is what we will do for our I-Tel users.

Quantrax will log onto your system once per week between midnight and 7am local time and perform the following tasks :

1. Check disk drive space and report any imminent capacity problems
2. Delete old log files to conserve disk space availability
3. Create a weekly dialer backup file on to disk
4. Ensure the latest windows updates are applied
5. Reboot the dialer server and recycle services
6. Check that all phone lines are fully operational
7. Check inbound calls are answered and routed appropriately
8. Check for license expiration
9. Check for license shortages
10. Check dialer version against the latest general release and report discrepancies
11. Check for the correct time (daylight savings)

WHAT WE NEED FROM YOU

For the RMEEx check up service, we need the following.

- Supply a connection for Quantrax to access your system (with login credentials)
- Number of tapes your backup requires
- The password for QSECOFR. A UserID and Password we can use to submit your Nightly after an upgrade

For the dialer check up, you will need to :

- Supply us with a connection for Quantrax to access your system (with login credentials)
- Identify “Administrator(s)” that have access to all system management functions (recycle system, etc.)

FINANCIAL CONSIDERATIONS

The RMEEx check up service is priced at only \$1200 a year! The I-Tel check up service is \$150 a month, which is \$1800 a year. These will be billed annually and we would like to be paid quarterly.

Want complete peace of mind? We know that most of you have no technical staff. With your total dependence on technology, the cost of an outage is significant and we feel that this is a very economical way to keep your systems updated and current. With our RMEEx base and over 25 I-Tel clients, we have slowly built an infrastructure to support these services. We are very happy to be able to offer both services for only \$2100 a year! We have had great response to this idea, and want all of you to consider it today!

Some of you may be concerned about software updates being applied soon after code is available. We know some of you like to “wait” until others have been on a new version for a while. Our experience is that most problems are caused by companies being on older versions of our code. As an example, we have several clients who work off our hosted platform. They are usually the first clients we update. They are notified, and we update all of them at the same time. Usually this is shortly after a new version is available. We have had hardly any problems and find it very easy to support current code.

Note that this does not change the software development process with regard to any custom code you may have. In the case of a new release, if modifications have to be reviewed, this will be done by a different team. The processes will be coordinated within Quantrax and you will be updated as decisions are made. While we are always positive and optimistic, software development and support still requires humans to write and test code. It is a process that has not yet been perfected, and we can only try to be perfect! Sometimes, we do make mistakes. These new initiatives do not change that!

If you call us today, we can get you on the program in a week. RMEEx Version 3.2 is now available. Get on this new program, and let us install the new version for you! Guarantees? No! This has to be done on a best effort basis. If you want something in writing, sign this document with your company name and send it back to us. We will do the same. If you want something more formal, please contact the support team.

