



## Software Installation Plan

### 1. Installation Plan Overview

This document outlines the services provided by Jolly Technologies Inc. (“Service Provider”) upon purchase of a Software Installation Plan.

This document defines the parameters of all covered services which are understood and agreed upon by the Stakeholders. This document does not supersede current processes and procedures unless explicitly stated herein.

### 2. Installation and Initial Setup Training Options

The following detailed service parameters are the responsibility of the Service Provider corresponding to the selected plan duration purchased by the Customer.

Software Installation Plan (3 hour option)	<ul style="list-style-type: none"><li>✓ Receive a training session of up to three (3) hours of service.</li><li>✓ Includes assistance by phone and/or remote meeting software such as GoToMeeting, to assist in the installation and initial configuration of the purchased Jolly software product.</li><li>✓ Includes advice and training on product functionality, as well as demonstrations to help customer get the most out of their purchase.</li><li>✓ Meeting must be scheduled with a Jolly technician at least 48 hours in advance.</li><li>✓ Installation and training session must be used within the 30 days of purchase.</li><li>✓ Session may be divided over multiple meetings at the sole discretion of provider.</li><li>✓ Service technicians will only be able to assist with the installation and initial configuration of Jolly software and systems, as well as related training.</li><li>✓ Due to variations in each unique IT environment, Service Provider does not guarantee complete installation within three hours.</li><li>✓ Installation services are provided by Basic level support staff.</li></ul>	\$500 Flat Fee
Software Installation Plan (1 hour option)	<ul style="list-style-type: none"><li>✓ Includes the same scope of services as the above Software Installation Plan in a format of up to 1 hour.</li><li>✓ Intended for basic installations only.</li></ul>	\$200 Flat Fee

### 3. Additional Terms and Conditions



Software Installation is provided by a Service Provider Technical Support Specialist. He or she will assist the client up to the amount of time purchased, via phone and an online webinar. The installation session must be scheduled at least 48 hours in advance, and is subject to provider availability.

Instructions will be provided after scheduling the installation, which may include:

1. Software to be downloaded and / or installed (Windows Updates, Drivers, or other software as needed.)
2. Network / Computer access level requirements
3. Other prerequisites needed to be performed prior to the installation webinar

The instructions are necessary to be performed in advance to make the most efficient use of the allotted time. Failure to complete these requested steps can result in delays which may require rescheduling of the installation.

1. Installation Services may include some or all the following depending on amount of time purchased and the unique needs of each installation:
2. Consultation with client to plan the system rollout
3. Initial software configuration
4. Explanation and demonstration of standard features and options
5. Configuration of approved peripheral devices
6. Walk through of the final process
7. Product training

The session may be broken into multiple shorter sessions at the service provider's sole discretion provided:

1. The cumulative time of all sessions fall within the allotted limit and;
2. The final session is completed within two (2) weeks of the initial session.

Software Installation is a scheduled, one-time event and does not express or imply continued support.