



if PEOPLE
innovation for people

ifPeople Support Terms of Service | www.ifpeople.net

Subject to Change

Dated: August 11, 2005

ifPeople agrees to furnish services to the Client subject to the following TOS (Terms of Service). By paying for and requesting ifPeople's support services you agree to the following terms of service.

1. Identification of the Parties

This Agreement is made between the "Client" and ifPeople, Inc ("ifPeople").

2. Purpose of Agreement

Customer desires to retain ifPeople as an independent contractor to provide support on the Web Site, emails, email mailing lists, or intranet.

3. Payment and Invoices

ifPeople does not extend credit to the Client. All services must be paid for in advance of service delivery. All fees must be paid in U.S. Currency. Pre-payment is required for all services. On demand support requires a 2-hour prepaid deposit.

If completion of the support request goes over the allotted prepaid hours, ifPeople will submit to the client an invoice. Work will be billed to the client at a rate of \$75 per hour or the client will have the option of immediately purchasing an additional support plan.

4. Late Fees

Late payments by Client shall be subject to late penalty fees of 2.5% per month from the due date until the amount is paid.

5. Expiration of Plan

The support hours of any plan are to be used within a maximum of 6 months, with a minimum of 10% used each month. Unused hours at the end of 6 months can be rolled over to a support plan that is purchased within 30 days of the end of the prior plan.

The client can request a summary of hours spent and their remaining balance once each month.

6. Support

Client must designate a person who can make support requests (maximum of two individuals can be designated per plan). Confirmation of completion will be emailed to the individual making the support request.

Support is provided via e-mail with unique support ticket identification for each separately filed support request. Support is available generally between 09:00 - 17:00 US Eastern Standard Time Monday through Friday. ifPeople guarantees a response time of 2 business days (defined as between 9am and 5pm M-F) or less but endeavors to respond to support requests within 4 hours of the initial support request during the general support coverage period with response time inversely proportional to the priority of the support request.

Support requests requiring more than 1 hour of work will be completed at ifPeople's discretion. Client's requiring immediate service will be charged \$75 per hour. Service is contingent on availability of personnel .

7. Refunds

Support contracts are not eligible for refunds.

For more information, please visit www.ifpeople.net or contact info@ifpeople.net