



i³ Tech Support Packages and Term:

For the low cost of \$499 per year and a maximum of three years for most i³ servers (SRX-Pro, SRX – Pro Lite, and IP – Pro). You can also purchase per hour or per incident of technical support at a rate of \$125/hr. The technician will diagnose the problem to determine if there has been a hardware or software failure. You will have live assistance via a phone or LogMeIn to resolve your issues. Diagnostic fee is waived. If a part has failed, fees are applicable for parts and labor for installation. Support services can be purchased on a multiple incident package for a specified number of incidents that must be used within a set period of time, or as an unlimited usage package for a trial period, or as an unlimited usage package on a month-to-month basis. Customer's acceptance will confirm what support package has been purchased, including the number of incidents and time period, where applicable.

Terms and Conditions:

Customers must sign a technical support services agreement, and provide a valid payment method to complete purchase of Service under this Service Description.

For further information, please contact i³ at

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