Mentalix™

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FED SUBMIT MAINTENANCE AGREEMENT

Mentalix strongly recommends that all customers with Fed Submit systems purchase maintenance and renew the maintenance contract(s) on an annual basis for the following reasons:

- **Maintain system reliability.** Maintenance provides ongoing access to support personnel and critical fixes that may be required to maintain the proper function, security or operability that might be required as impacted by third-party hardware, software or system changes; by discovery of security or integrity vulnerabilities; or by mandate of improvements or modifications for compliance with government certification requirements.

- **Protect your investment.** If you purchased a live scanner with your system, you invested several thousand dollars to obtain that device. Without a maintenance contract on the live scanner, if it breaks down, you will have no recourse except to purchase a brand new device. With an annual maintenance contract, Mentalix will provide depot repair/replacement of the live scanner for any problems that arise during normal use with minimal down time.

- **Keep your system in sync with changes from the governing agency to which you submit fingerprint transactions.** Mentalix's Fed Submit system is tailored to the specific needs of law enforcement agencies that submit records to governing agencies or civilian clearinghouses. Mentalix reacts quickly to updates from these destination agencies that affect operation of the Fed Submit system (changes in the criminal offense codes, for example) by making updates available immediately and by staying on top of changes. Annual maintenance includes maintenance releases for the duration of the agreement. Maintenance releases consist of problem corrections and updates. The Mentalix Maintenance Agreement ensures that users have the most up-to-date maintenance version of their purchased Mentalix software.

- **Get technical assistance.** Annual Maintenance for Fed Submit includes one year of phone/e-mail/remote support (weekdays 8am-5pm Central Time Zone, excluding holidays) for Fed Submit software. Mentalix can perform remote technical support – under the customer's initiation and control – for problem resolution and/or periodic maintenance procedures.

- **Avoid long-term problems and costly on-site maintenance visits.** Fed Submit software's proactive, automatic maintenance service allows Mentalix to perform pre-emptive maintenance, make system improvements, monitor fingerprint image quality, notify agencies and clearinghouses of problems, and address staff training issues before they become lingering problems that may lead to significant maintenance or training costs later. This service offers a huge advantage over periodic, on-site tune-ups that may not give a complete problem diagnosis and may not catch issues (e.g., network problems, spam blockers that quarantine legitimate fingerprint submissions or results, and user errors) soon enough. An automated, proactive maintenance service enables Mentalix to assess such issues immediately and also to save time in correlating user-reported problems with ongoing system status.

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Mentalix, Inc. agrees to provide the services specified below, subject to the terms and conditions set forth in this Agreement for the software and live scanner represented by the serial number(s) on the attached quotation. (If purchase includes additional hardware or third-party software, see the manufacturer(s) for maintenance information on those products. The Mentalix Maintenance Agreement only covers Mentalix software products and the live scan device, if applicable.)

SOFTWARE SERVICES: Annual maintenance for Mentalix software products includes one year of phone/e-mail/remote support (weekdays 8am-5pm Central Time Zone, excluding holidays) for Fed Submit software, plus Fed Submit maintenance releases (corrections and updates). Mentalix can perform remote technical support – under the customer's initiation and control – for problem resolution and/or periodic maintenance procedures. Remote sessions are conducted using Dameware.

HARDWARE SERVICES (LIVE SCAN CUSTOMERS ONLY): Live scan hardware maintenance covers depot repair/replacement of equipment for any problems that arise during normal, wear-and-tear use of equipment. The supplier warrants that the equipment will be free from defects in title, design, material and workmanship and will conform to the applicable specifications under normal use and service. This maintenance agreement covers repair or replacement of any non-conforming equipment during the effective agreement dates listed on the attached quotation. This maintenance agreement does not cover any non-conformity in the equipment caused by repairs or alterations except by the supplier, or by misuse, negligence or accident.

MENTALIX SUPPORT CONTACT INFO:

E-Mail: hotline@mentalix.com
Telephone: (972) 423-9377 Ext. 133

Mentalix recommends the purchase of maintenance with each live scan device and Mentalix software system to ensure that users automatically receive the above services. In addition, Mentalix stipulates that users **MUST** follow the procedures and recommendations for safety, maintenance and standard usage as specified in the scanner manufacturer's user guide.

THIS AGREEMENT WILL TAKE EFFECT UPON RECEIPT BY MENTALIX OF A PURCHASE ORDER OR PAYMENT FOR THE ATTACHED QUOTATION. SUPPORT CANNOT BE PROVIDED UNTIL MENTALIX RECEIVES A PURCHASE ORDER OR PAYMENT.

Prices are not guaranteed for subsequent annual maintenance renewals, but the attached quotation can be used as a general guide for budgeting purchases for future annual maintenance costs. To assist with your budgeting process, please note the effective dates of this agreement on the attached quotation.

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MAINTENANCE SERVICE LEVELS

Standard services provided for all customers with current maintenance agreements:

- Telephonic and e-mail support from Mentalix technical staff, M-F, 8am-5pm, excluding holidays. Mentalix will employ its best efforts to respond within 2 hours of receipt of customer's request, during standard support hours. Requests received after standard support hours will receive a response on the next business day.
- Managed problem escalation, if necessary, to resolve unusual issues.
- If necessary, Mentalix can perform remote technical support – under the customer's initiation and control – for problem resolution and/or periodic maintenance procedures.
- Mentalix technical support staff will attempt problem resolution via telephonic or remote access prior to escalating the issue to an on-site visit to customer's facility by Mentalix personnel. If on-site service is deemed necessary, Mentalix will employ its best efforts to have personnel at the customer's facility within 1 business day from the time the employee is dispatched for locations within a 100-mile radius of Mentalix's headquarters in Plano, Texas, and within 2 business days for locations outside of the 100-mile radius.
- Mentalix will provide customer with electronic software maintenance releases. Maintenance releases (designated by the minor identifier to the right of the version number decimal point) consist of problem corrections and updates (including table updates) or minor improvements with substantially similar (but not new) functionality to the originally licensed software. Unless otherwise agreed, the customer will be responsible for installing maintenance releases.
- Mentalix will provide a means for automatic table (e.g., current offense codes) updates for systems that have Internet connectivity.
- Mentalix support will, subject to customer approval, monitor daily event logs in order to proactively resolve issues before they affect the customer.
- For live scan hardware: Live scan hardware maintenance covers depot repair/replacement of equipment for any problems that arise during normal, wear-and-tear use of equipment. This maintenance agreement covers repair or replacement of any non-conforming equipment during the effective maintenance agreement dates. This maintenance agreement does not cover any non-conformity in the equipment caused by repairs or alterations except by the supplier, or by misuse, negligence or accident. When Mentalix deems it necessary, Mentalix will make best efforts to provide a temporary, 'loaner' scan device while the original device is undergoing repairs.

After-hours maintenance services:

- All Mentalix customers with current maintenance agreements have the option to purchase additional after-hours (outside of the standard M-F, 8am-5pm hours) support services on a per-incident basis. Upon Mentalix's acceptance of customer's request for after-hours support, customer shall pay for such services at Mentalix's then-current rates.