



The Best Conveyancing Package on the Market!

Annual Support and Software Maintenance Plan

Support Service	Description
Screen°Maker™ and Uni*Script™-based Extensibility Services	Find out a field might not be long enough for the job? Need to add some new logic, business rule, calculation or even a whole new screen to the system? No problem! Just contact UniComp's Technical Support Department and present your needs to us in a clear, concise manner, through the following means, and we will consider, and if approved, include your suggestion or request into the next new software release!
<i>Telephone Support</i>	Call our technical support department at (617)243-3737 extension 225, 9:00 a.m. to 5:30 p.m., Monday thru Friday, for help or assistance with our products.
<i>E-mail Support</i>	Send an e-mail to our support department at support@uni-comp.net , 24 hours a day, 7 days a week.
<i>Software Updates</i>	Receive software updates either on-line through our Extranet and/or by CD, dial-up support (like Symantec's PCAnywhere®) and/or other electronic media.
<i>New Software Releases</i>	Receive new software releases either on-line through our Extranet and/or by CD, dial-up support (like Symantec's PCAnywhere®) and/or other electronic media.
<i>Fax-in Support</i>	If appropriate, print out and fax to us at (617)243-3738, 24 hours a day, 7 days a week, any document output samples requiring our attention; any printouts of our Enhanced Message Boxes that you have questions or issues about (see <i>Real°Pac Overview</i> , Page 5, for an illustration of same), or any memoranda or notes you wish.
<i>On-line Support</i>	Membership in our Extranet for customized on-line support at your fingertips. Use your log-on identification number to access our Extranet.
<i>On-line Document Library</i>	Access our Document Library to find a document or form you need and easily download and incorporate it into your Real°Pac document list.
<i>On-line Knowledge Base</i>	Access our Knowledge Base to find an answer to a question and/or get some information on a particular topic.

UNI°COMP™, INC.

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