

Know how, right now!

Paul Reynolds
Sales & Administration
P.O. Box 1139
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978-499-1897 ❖ Fax 636-444-1897
paul@intranetconcepts.com

AGENCY PARTNERSHIP SUPPORT AGREEMENT

After reviewing the terms set forth in this agreement, please complete the Acknowledgement page and return the original copy with your check for the first three months of service. If you have purchased a Custom Intranet, this agreement should be returned before your free support period expires.

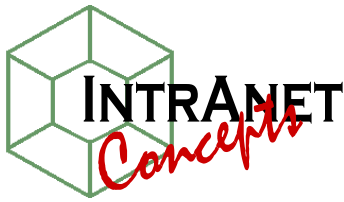
As an Agency Partner, you will receive the following benefits:

- ❖ Priority attention on all support issues
- ❖ Access to our exclusive PartnersCentral website
- ❖ Assistance with virtually any automation-related issue that we can help you with, such as intranet maintenance and training, Microsoft Office how-to's and website updates

AVAILABLE PLANS	MONTHLY FEE
Agency Partnership In addition to the benefits listed above, this plan will provide you with up to 1½ hours of service per month	\$110.00
Agency Partnership with Intranet Hosting In addition to the benefits listed above, this plan will provide you with up to 1½ hours of service per month as well as professional hosting of your intranet (up to 400MB of disk space) on a password-protected FrontPage-enabled website	\$135.00

TERMS OF AGREEMENT

- ❖ All Agency Partnership contracts are effective for a minimum of three months. After this time, you will be billed on a month-to-month basis. The contract may be terminated by either party with a 30-day written notice.
- ❖ **Nonpayment of your monthly fee will not be considered as your intent to terminate this agreement — you must provide us with formal written notice. Until we receive such notice, the monthly fees will continue to accrue on your account.**
- ❖ The prices set forth in this contract are for guaranteed for one year from your original enrollment date.
- ❖ Invoices are sent on the 20th of each month with full payment due by the 25th of the month prior to the month of service. For example, your April service payment is due by March 25th. If you have opted to pay by credit card, the charge will automatically be applied to your card on the 25th of each month.
- ❖ Additional hours are available at our Partners-only discounted rate of \$110 per hour.
- ❖ Unused time for one month will not be carried over to the next month.
- ❖ In the event of a queue condition, Agency Partners receive priority over T&M customers
- ❖ **Support Availability** Normal support hours are from 9:00AM to 6:00PM Eastern time on Monday through Friday. The office is closed on weekends and major holidays. Collect calls are accepted. After-hours support is available on evenings and weekends at \$135 per hour with a 1-hour minimum charge. Whenever possible, please call ahead to ensure availability during off-hours.



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AGENCY PARTNERSHIP ACKNOWLEDGEMENT

I have read and acknowledge the terms of the service agreement and have selected the following Agency Partnership option:

Table with 3 columns: Option, MONTHLY FEE, DUE AT SIGNUP. Includes Agency Partnership (\$110.00, \$330.00) and Agency Partnership with Intranet Hosting (\$135.00, \$405.00).

All invoices are sent via email* to the address shown below. Please select the frequency of your invoices:

- Monthly
Quarterly (if necessary, you will be billed monthly until the next calendar quarter)

*Be sure to add kim@intranetconcepts.com to your "Safe Senders" list so the invoices don't get treated as spam.

Please complete the following information:

Agency Name: _____

Mailing Address: _____

Contact Name: _____

Telephone Number: _____ Email: _____

System: [] Applied [] AMS [] InStar [] Ebix [] Other: _____

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____



Please return this completed form with your sign-up payment (see above) to the following address. If you wish to pay by credit card, please complete the form shown below.

Intranet Concepts, Inc.
P.O. Box 1139
Newburyport MA 01950-6139

Name on Card: _____

Address: [] Same as above

[]

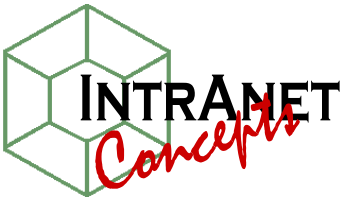
Type of Card: [] VISA [] MasterCard [] American Express

Card Number: _____ Expiration: _____

Signature: _____



Please print or type this information clearly and mail this completed form with your signed contract to the above address. If you prefer, you may also fax this form to 636-444-1897.



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Over the years, our Agency Partners have called on us to a variety of projects. Here are just some of the ways that you use your support time:

⊙ **Training & Consulting**

We can provide basic training on most Microsoft products, including Word, Excel, Outlook, Publisher, PowerPoint and Windows. This training can be done over the Internet for one-on-one or group sessions.

⊙ **Website Design & Maintenance**

Your site is only “perfect” on the day it is launched, so it's important to keep the information fresh and up-to-date. We are equipped to provide ongoing maintenance, make minor changes or give your site a complete makeover. If you're not sure what needs to be done, we can start with a [website audit](#) to provide ideas and recommendations.

⊙ **Word Templates**

We can create Word templates from your paper applications and other forms so that you no longer have to fill them out by hand. For InStar users, we can help you to set up these templates so they work in the Custom Forms feature of your agency management system!

⊙ **Intranet Customization**

Let us create new pages for your intranet or agency website — just fax or email the details to us! We can also convert paper or electronic documents to intranet pages. We will even [host the intranet for you](#) and serve as your “intranet webmaster” if you don't want to deal with the day-to-day maintenance.

⊙ **PDF Forms**

We can add form fields to your PDF applications so you can fill them out electronically. Using the free Adobe Reader software, you can print and fax the completed forms; if you have the full-blown [Adobe Acrobat](#) program, you can even save the completed forms on your system!

⊙ **Email Newsletters**

You provide the details or contact us for a outstanding newsletter content resource. We'll create an HTML newsletter in Word for you to send out to your clients or prospects. Or, better yet, if you have an account with [Constant Contact](#), we can set up templates that match your website and even manage the mailings for you.

⊙ **Custom Graphics Design**

Looking for a certain image for your website or intranet? We can create web images, logos, buttons, clipart, fancy text, and virtually anything else you might need.

⊙ **InStar Database Audits**

Wondering if your workflows and procedures are leaving dead files behind? We will run several queries on your system and provide you with the details needed to clean out what you don't need and make the most of what's left.

⊙ **Special Projects**

We have both worked in the insurance industry for over 30 years now and know how things are done. Why not use us as your "temporary office staff" to help out with special projects?