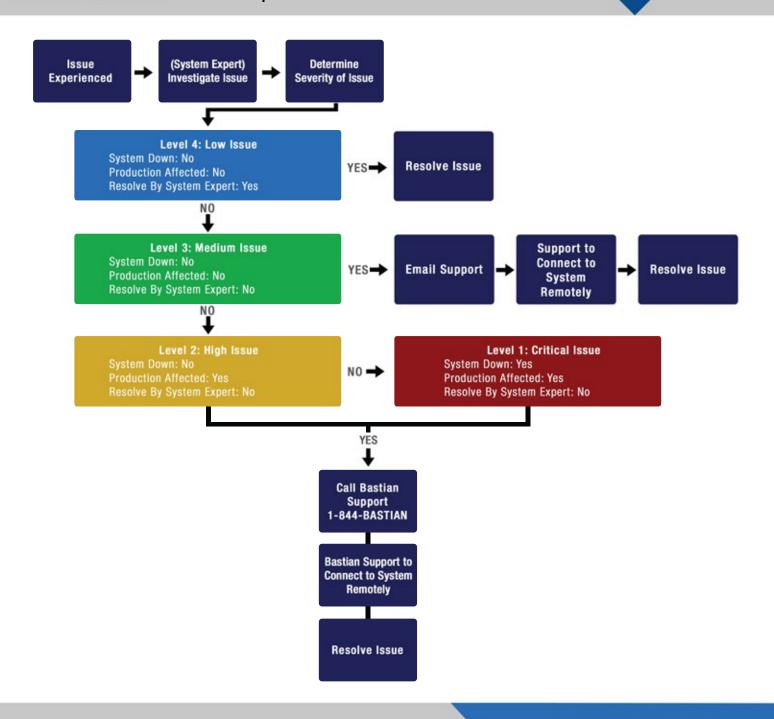


Bastian Solutions Customer Support

Domestic: 1.844.BASTIAN or 1.844.227.8426

International: 1.800.905.4147

Email: support@bastiansolutions.com



Notes

- 1. Support is available 24 Hours a day, 7 Days a week, 365 Days a year
- 2. Phone calls should be made to Bastian Support by Client System Expert for most expeditious resolution.
- 3. Once call is made Bastian Support will return phone calls in 15 minutes or less.
- 4. Calls not addressed in guaranteed times will be escalated to the support manager, president, and then the CEO
- 5. Emails to Support@BastianSolutions.com will be responded to within 24 Hours
- 6. Downtime exceeding 1 hour will be reported to Bastian Support Manager
- 7. All issues reported are put into Bastian's Ticket Tracking system

SUPPORT RESPONSE TIMES:

EMAIL: 24 HOURS PHONE: 15 MINUTES