

**Service Level Agreement for Provision of e-RegisterNow Service to  
THECOMPANY**

Interware.Net Inc. is the name of our company. e-RegisterNow is the name of our hosted ASP (i.e. Application Service Provider) based product.

The following summarizes the rates for the full e-RegisterNow service for the one year period from Aug 1, 2018 to Aug 1, 2019. This agreement may be terminated at anytime. The agreement will be renewed automatically each year unless terminated. The fee for service is pre-paid.

**1. Merchant Accounts**

- a) CAD Visa - connected to e-RegisterNow via Moneris
- b) CAD MasterCard - connected to e-RegisterNow via Moneris
- c) CAD Amex - N/A (may be added now or at a later date)

**2. Cost of the e-RegisterNow Service (See ASP Addendum for ASP definition)**

The e-RegisterNow software is charged on an annual basis. An annual subscription allows the client access and use of all e-RegisterNow's products and services.

Dollars Processed Online (Per Year)	Annual e-RegisterNow Fee
Under \$100,000	\$ 550 (Minimum charge)
\$100,000 to \$225,000	\$1,050
\$225,000 to \$375,000	\$2,300
\$375,000 to \$550,000	\$3,800
\$550,000 to \$750,000	\$5,500
\$750,000 to \$1,000,000	\$7,500
Over \$1,000,000	\$9,700 (Maximum charge)

As credit card processing exceeds a given threshold on the grid above, additional charges will be owing. For example, if you start at the first tier, once your account has processed \$100,001 within any annual period – an additional charge of \$500 would be billed. As higher volume thresholds are attained within the annual period further additional charges would apply. Subsequent annual contracts begin at final level attained in a previous year.

This includes: application hosting, back-up/with disaster recovery, system monitoring, security software, security certificate maintenance, secure connections to bank processing facilities.

**3. Set-up Charge One-Time \$400**

Set-up includes the establishment of new M-accounts as well as morphing the logo or web site look into your e-RegisterNow account. This one-time setup includes up to a maximum of 4 hours of setup labour. This fee includes connecting a new or existing set of merchant accounts to your new e-RegisterNow account.

**4. Customer Service/Labour and the On-Going Support Contract \$1,000 per 10 hr block**

**Interware.Net provides customer support from 8:30 am to 5:30 pm Monday through Friday (unofficially 7x24 – 1 888 218-1020). An On-Going Support Contract can be optionally purchased in a 10 hour block for \$1,000. Once exhausted a new contract is billed automatically. All incidents are logged and summary reports are available on demand to THECOMPANY.**

**In lieu, of a support contact, on-going labour is available on a pay as you go basis for \$125/hour.**

**i. Ongoing training is available via web conference.**

**Data Conversion – A one time data load from existing database system is available at \$125 per hour.**

**Canned Reports. Specific reports can be programmed on an as needed basis. The reports cost \$250 to \$500 (depends on complexity and difficulty) per report.**

**Custom Programming.**

**Interware.Net Inc. is the developer of e-RegisterNow. The product receives updates and new enhancements on a regular basis. As new enhancements are added the software is updated automatically.**

**As the developer, we are also available to program specific requirements you may require. Specific request are available on a quote basis per project.**

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**5. Security and Privacy Policies**

**Security**

**Our servers are compliant with the PCI DSS standard. A certificate of compliance is available upon request.**

**An Internet Certificate Authority provides our secure digital certificates. All of our servers use 128-bit Triple DES encryption and are protected by solid-state firewalls for maximum security.**

**Archived credit card numbers are never stored on any computer that is physically connected to the Internet and are therefore never accessible online.**

**Privacy**

**Interware.Net Inc. is committed to protecting the privacy of your ‘client data’. The information collected on our site remains the sole property of THECOMPANY, which has entered into this agreement. Interware.Net Inc. does not sell, trade, or rent any information to others organizations. All data is held in strictest confidence and is available only to persons designated by the THECOMPANY. Upon termination the data will be erased and destroyed.**

**Passwords**

**The security of passwords protecting the merchant administrative area is the responsibility of both Interware.Net and THECOMPANY. Five unsuccessful login attempts results in a lock out condition. This can only be remedied by calling Interware.Net customer service. Only two authorized Interware staff are able to reset merchant passwords.**

**What about “cookies”?**

**Cookies are not used in the process at any time, as no information is stored on the connecting computer.**

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**Agreed:**

**David W Slemon, Partner Interware.Net**

**Date: Wed July 4, 2018**

\_\_\_\_\_  
**Signature, THECOMPANY.**

\_\_\_\_\_  
**Print name**

## **ASP Addendum “Definition”**

The automation of a Web Based Registration System with on-line payment processing is complex and sophisticated. The acronym “ASP” stands for Application Service Provider. This includes a significant list of services that would otherwise be supplied by you the client in order to deliver the extensive functionality required for an online ecommerce registration system.

The e-RegisterNow ASP fee includes:

### **The Software e-RegisterNow:**

E-RegisterNow has many elements:

#### **1. Security system:**

The e-RegisterNow software has its own security based system built in. Security based on login is determined by Feature Groups and Menu Item choices. The systems also includes Portal secure login.

#### **2. Financial System:**

E-RegisterNow tracks all financial transactions and adheres to strict safe and accounting correct procedures. All General Ledger revenue processed is captured and a GL report is available and can also be exported. Credit Card reconciliation is easy. E-RegisterNow tracks all payment types, card types and by Cashier or from the Web. Careful application of Refunds includes fraud prevention. An extensive Custom Transaction report writer is included.

#### **3. Event/Conference/Tickets/Courses/Membership Web Management and Creation:**

An elegant solution to create on-line registration forms with the ability to define events, complicated pricing, and selection grids, while using the look and feel of your web site.

#### **4. SQL Database and Custom Report Writer:**

All information is captured in an SQL Database. This can be reported on with a built-in custom report writer. All information is easily exported to Excel, Txt, CSV, XML or other Databases such as Access.

#### **5. Direct Feed Module:**

Any in-house Custom Software can also interface to E-RegisterNow. For example a Shopping Cart system will plug into E-RegisterNow. E-RegisterNow can capture all data to SQL and has the Report writer for Direct Feed Data.

#### **6. Virtual Terminal and Batch Processor:**

Every PC in your organization with internet access can become a POS terminal and process credit card transactions. Large Batches of credit card transactions can also be submitted to a powerful Batch Processor. All reports, financial and GL interface to this capability.

#### **7. Client Level – Amalgamates Separate Merchant Accounts and includes Membership:**

Consolidates financial data for reconciliation. Maintains a people database and allows portal access.

## **ASP Addendum “Definition” Continued**

### **The Components Supplied as part of the ASP:**

**You do not need to purchase these items they are included in the annual fee.**

1. Hardware Servers, Switches, Routers, Tapes, Firewalls, Power UPS.
2. Software Licenses for the Servers – Windows 2012, SQL, VMWare, JAVA
3. Backup Media and Procedures
4. Private Communication Links to Banking Networks
5. VISA/MasterCard Certification PCI/DSS authorization
6. Monitoring software. Monitoring of the Centre 7x24.
7. Disaster recovery Implementation
8. Banking Link Software and Certification
9. Personnel to Monitor, Update, check Security, Backup.
10. Real Estate for Servers, Hardware, and Personnel.
11. Security Certificates and SSL.
12. Security and Risk Management of Data and Credit Cards.
13. Use of ISP (Internet Service Provider) 100MB Internet pipe.
14. Domains required.
15. Co-Hosting of all equipment for speed and security.
16. Total Network Integration.
17. Personnel with the know-how and capability to do all this.

### **e-RegisterNow Enhancements:**

The e-RegisterNow system is being improved all the time. These changes are applied dynamically at no additional charge. The ASP annual fee includes all software enhancements automatically. Interware invests heavily in the development of e-RegisterNow and we implement requests from our user community.

### **Zero Dollar Events and or Forms Database Capture:**

e-RegisterNow may also be used to enhance your web site. Events with no cost can be setup. Also, e-RegisterNow may be used for Forms entry and capture to the database which can then be reported on.