

ADVANZA SYSTEMS TECHNICAL SUPPORT POLICY

This document is intended to describe, in general terms, what Advanza will or will not do to support its customers' ("Customer(s)") use of Advanza services ("Service(s)"). By using the Advanza Services all Customers agree to abide by the rules and conditions below.

Operating Systems – Advanza will provide technical assistance for computers running any version of Microsoft Windows that is currently in the Microsoft "mainstream" or "extended" support phase. Versions of Windows no longer supported by Microsoft, on limited product support, or in the process of being phased out, as well as new "beta" versions not yet released for general use, and any other operating systems such as Linux, Unix, MacOS, etc., are not covered. Please note that this does not mean such systems will not work with the Services, rather Advanza does not guarantee proficiency in those operating systems to be able to provide technical assistance. The Advanza Services are general and standards-based in nature and will work with virtually any computer and operating system, provided you can configure it.

Internet Browsers and E-Mail Clients – Advanza will provide technical assistance for Microsoft Internet Explorer 5.5 and later or FireFox 2.0 and later. Advanza will support the general configuration of Microsoft Outlook Express 5.5 and later, Microsoft Outlook 2000/2002 and later, and Advanza WebMail.

Unapproved Use Of Service – Advanza will not provide technical assistance for any unapproved use of the Service. Some examples would be a) running multiple computers on a personal connection; b) hosting a web, mail, or other server on a personal connection; c) running an open relay mail server on any connection; d) anything that violates the Acceptable Use Policy; etc. This is by no means a complete list of "unapproved" uses. By using the Service, Customer agrees that Advanza at its sole discretion may determine the acceptability of any use of the Service.

Internal Applications And Networks – Advanza will provide technical assistance for your Internal Applications and Networks only to the extent such support relates to the use of the Services. Advanza will not provide support for applications not specifically related to the use of the Services. In basic terms this means the Advanza technicians can provide the information necessary to configure your applications or network but will not be able to provide the specific steps required to implement them. The technicians may not be familiar with every application used and cannot support them directly. In such cases the technicians will provide what information they can and recommend you contact the software or hardware manufacturer for assistance in the actual implementation of those applications.

Third Party Equipment – Advanza will not provide technical assistance for any third party equipment. Customer should contact the equipment manufacturer for any assistance they may require in programming or configuring such equipment. Advanza can only provide the configuration information.

Dial-Up Accounts – Before calling for assistance on connection problems with a dial-up account, please make sure you can answer the following questions:

- Is there dial-tone on the telephone line you are using?
- Do you have call-waiting or answer-call on the line you are using?
- What number are you dialing in to?
- What version of Windows are you running?
- What is the exact error you are receiving?

DSL Accounts – Before calling for assistance on connection problems with a DSL account, please make sure you can answer the following questions:

- Have you recently changed anything with your telephone service?
- Have there been any wiring changes on that line (extended, new line added, etc.)?
- What is the exact make and model of the DSL equipment in use?
- What are the lights on the DSL equipment showing?
- Is the problem continuous or intermittent?

E-Mail Accounts – Before calling for assistance on eMail accounts, please make sure you have checked the following and can answer the following questions:

- Is your connection active (i.e. are you able to “surf” the Internet)?
- What is the exact error message you are receiving?
- What software are you using to access your e-Mail?
- Have you tried accessing your account through WebMail?

Web-Site Hosting Accounts – Advanza will provide the configuration information necessary for you to access your web-site and any information necessary to configure database or other “add-on” services. Advanza technicians will not provide technical assistance in making your site work! If you are having problems with your site, and need a programmer to assist, Advanza can provide such assistance through our web-site development group at our standard hourly rates.

Front Page Support – Advanza will configure your web-site for use with Front Page if requested. Any issues with functionality, design, or publishing of your Front Page web-site should be directed to Microsoft. Our technicians will not assist in these matters and will direct you to Microsoft for assistance.

The above is by no means a complete list of what Advanza will or will not support and is subject to change without notice. If you have a question regarding if a specific item will or will not be supported please contact our technical support group before using the Service. Please note that unsupported issues or products are not the responsibility of Advanza and in no way would be considered a failure on the part of Advanza to provide the Service in question. It is the responsibility of Customer to determine if any products the Customer intends to use which are not provided directly by Advanza will be supported or are compatible with the Service.