

TECHNICAL SUPPORT POLICIES

This document is incorporated by reference into the underlying agreement ("Agreement") that You read, understand, sign and eventually forward to Us. For purposes of this document, "We" or "Us" means Intercom Online, Inc. (referred to as INTERCOM in the Agreement) and "You" shall mean You the client, who is referred to as CLIENT in the Agreement.

The Intercom Support Process and contact information are described below.

1. Speak to a technical engineer 24/7 by calling 212 480 4076.
2. Send email to support@intercom.com. Email is checked on a constant basis from 8 AM EST until 6 PM EST, and then frequently from 6 PM EST until 8 AM EST.
3. Listen to Our office greeting in the event there are any temporary changes to the above schedule.
4. Listen to Our office greeting in the event that there are area-wide outages which may be impacting Your service.
5. If the situation can reasonably be classified as an emergency and You are unable to contact Us via the above methods, then send email to 911@intercom.com. Please note that You must Use this contact information only in those instances that may reasonably be described as an emergency, and which have occurred through no fault of Your own. We reserve the right, at Our sole discretion, to bill You for all non-emergency calls directed to Us via the aforementioned emergency contact methods, at the rate of \$250 per hour of labor billable in one-hour increments.
6. Please note that suspended service may possibly be due to unpaid bills. Please contact Our billing department if You think that this may be the cause for Your service interruption, See Our billing policy at http://www.intercom.com/site_docs/Billing_Policies.pdf.

Types of Support:

1. In-network Technical support
 - a. We will provide technical support to You for all matters that originate on Intercom's network. Our network extends from Your equipment, in the case of managed service, or from the wall jack in the case of non-managed service to the interface between Intercom's network and its peers and transit providers.
 - b. Please note that Intercom cannot take responsibility for Your entire internal network. We limit Our responsibility to the Demarcation Point ("Demarc") which is the point at which Intercom's responsibility for providing support or SLA credit for outages, service interruptions, etc. shall terminate. For managed service customers, the Demarc is up to and including the DSL equipment. For non-managed service customers, the Demarc is up to the wall jack for the DSL circuit. [refer to Section 4 hereunder].
2. Out of network Technical support:
 - a. If You need support for problems that do not arise on the part of the network that We support, then We may agree to provide You such support. However, We will bill You for this out-of-network support at the rate of \$150 per hour of labor, billable in quarter-hour (15 minute) increments, exclusive of material and equipment costs and fees. The fees for such support will be reflected on an invoice which will be sent shortly after the technical support is completed.
 - b. If You anticipate that You will require a significant amount of out-of-network technical support, then You can speak with Us about a monthly support retainer which will save You money rather than paying Us hourly.
 - c. If You require a non-standard form of technical support, where such non-standard support is not in the nature of an emergency, Your best bet would be to make special contractual agreements with Us to provide such non-standard service under terms and conditions to be mutually agreed upon by the parties.
3. HARDWARE SUPPORT.

In the event that You obtain login access to the Equipment –Usually by purchasing the Equipment -- [see the Agreement for definition of "Equipment"] We provide, any technical support provided by Us to You for this Equipment shall be billed to You at the rate of \$200 per hour of labor billable in quarter-hour increments.