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December 20, 2007

Dear Business Partner,

First, the team at Relentless Computer Solutions would like to wish all of you and your families the best of holidays! It's been one busy year for all of us, and hopefully, a successful one.

This year we completed the long awaited relocation of our offices to our new facility where we actually fit and have some room to grow to serve you better. Our new training center has already proven to be highly successful in the past few months and we are looking forward to expanding the use of this new training center with each and every one of you.

Technological changes continue to occur at record paces, product life cycles are shortening each year and the innovations we are able to offer are helping businesses like yours be more efficient, successful, and hopefully profitable as well! After 23 years in this business, our primary focus continues to be providing solutions as cost effectively as possible, while maximizing your existing infrastructures, personnel, and other assets whenever and wherever possible.

To continue providing services and continue to grow as we go into 2008, we are making some changes in billing policies and rates that go into effect as of January 1, 2008.

Hardware and Software

As the hardware/software business has evolved, our relationships with manufacturers and distributors have brought about many changes. These changes affect the ways in which we must proceed to do business in the future in that we cannot extend any credit facilities to cover the cost of acquisition any longer. Prepayment, 70% deposit, or a valid credit card will now be required prior to ordering any hardware or software. If paying for hardware by credit card, be aware that prices quoted are always cash prices and that your final charges are subject to handling fee of 3%. If a leasing company is involved, a 25% deposit is required, which will be refunded upon payment by the leasing company. No deposit, no order, no exceptions. This policy has not changed but it was not enforced, but starting in January it will be.

Labor and Services

Our rates are changing as follows: \$125/hourly for all customers for all activities. There is a \$75 per hour premium per hour that will be applied for work performed outside our standard support hours of 9:00 AM to 6:00 PM, Monday through Friday, excluding major holidays. All time spent is billable – no exceptions.

Our prepay-or-cod-for-a-discount billing model is now discontinued. To help keep your 2008 costs down, if you submit payment for additional hours and we receive this payment prior to December 28th, we will honor the old rates as well. Call us and let us know in advance how many hours you'd like to pre-buy at the old rate and we'll generate an invoice for you.

The terms of payment for all labor and services are as follows: Payment is expected at the time services are rendered. Please do not call to schedule work to be performed if you are not prepared to pay for the work immediately upon completion. We must have a credit card on file for all customers or if a credit card is not available, a prepaid account is required or you can setup a PayPal account and pay for services via PayPal. All invoices are due upon receipt and are considered past due 7 days after issuance. Any invoices unpaid after 7 days will automatically be charged to the credit card on file and we will not call prior to charging your card. We will notify you via email of any charges on your card, and if your card is declined, we will contact you to give us a different card.

Any prior outstanding balances must be settled in full before a technician will return a call or go on-site. Bypassing the office to schedule a service call will not get someone on-site if monies are owed. If you have an outstanding balance and need support, contact us or we'll contact you to obtain a credit card for any outstanding balances. No work will be performed for anyone, for any reason, regardless of severity of any issue if there is an outstanding balance on your account. For customers with outstanding balances going into 2008, keep in mind that these balances must be paid in full before we continue working on any pending projects or scheduling any on-site support activities.

Our full terms and conditions are disclosed on our Support Agreement which must be filled out and faxed, emailed, or mailed back prior to January 1st, 2008 to continue receiving services.



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Telephone, Remote and e-Mail Support

In the past, some telephone support calls went unbilled as did some remote system support services, and e-mail support. Telephone, remote, and email support will be charged, in 15 minute increments.

At Home Services

Work at your home is subject to the same rates, terms and conditions as work done at your office location. Please keep in mind that our focus is on business solutions and priority will always be given to our business customers. Work at your home will be at our sole discretion and will likely be performed by another technician than the person(s) you are accustomed to seeing come to your office.

Trip/Travel/Parking Charges

Trip charges will be charged at \$25 starting January 1st for customers in Miami-Dade and Broward only. All other locations, travel time will be charged at our standard rate, portal to portal. Parking and Tolls will be added to your invoice.

Prepaid Support Time Bank

If you currently have time available in your prepaid support time bank, we will honor those hours at the price they were originally billed. Renewals will be at the new hourly rate.

Invoicing Policies

Until now, we had been emailing invoices and following up with a hard-copy invoice. As of January 1st, 2008, we are no longer sending out hard-copy invoices; you must have a valid email address on file. You can designate up to two email addresses to receive invoices.

I thank you all for your continued patronage and look forward to the next 20 years of automation and business evolution together. If you have any questions or I could be of any assistance, I am available to you as usual!

Warm Regards,

Jim-Barry Behar
President
Jim-Barry Behar, Inc. d/b/a Relentless Computer Solutions