

# CivPro/Tracker Pricing, Terms of Use and Limitations

## 1- Basic package:

- Includes all stock features and all features downloaded by CPT at a flat rate
- Includes a limit of 5 user accounts
- Has no limitation on the amount of papers entered into the program
- Will receive a customized return\* for the state\*\* where the user is conducting business
- Will receive support during business hours\*\*\*
- Will not be eligible to receive any custom features of any sort, any features will require an upgrade to the Advanced package
- Fee for usage starting at **\$399.99** per month, additional fees and restrictions may apply based on the account, state and user package
- A set up fee will be required. A discount will be offered on all accounts with 12 months or longer term contracts

## 2- Advanced package

- Includes all items and features from the Basic package
- Allows up to 10 user accounts
- Will be eligible for upgrades, all upgrades will require upfront payment of half the estimated cost, estimate may vary and cost may increased based on changes and add-ons during the process of development
- Fee for usage will start at **\$599.99** per month, additional fees and restrictions may apply based on the account, state and user package
- A set up fee will be required, a discount will be offered on all account with 24 months or longer term contracts

## 3- Full Custom Package

- Has unlimited user accounts
- Received a dedicated server and database
- Backed up separate\*\*\*\* and maintained separate from all other packages and accounts
- Receives priority service
- Monthly fees and set up fees are based on the account, features and customizations, additional fees and restrictions may apply based on the account, state and user package
- A set up fee will be required, a discount will be offered on all account with 36 months or longer term contracts.

CPT will host all databases, program and back up files in house and will not subsidize or contract out any portion of it, will not allow clients to host their own account. CivPro/Tracker is a web based program, it does not require any supporting software (Adobe reader must be installed to print forms and documents from the site). All Basic and Advanced customers must use CPTWebSolutions.com to login and utilize the program, exceptions and limitations may apply.

CPT has the right to refuse service to anyone.

Service fees are due by the first of every month and are considered late after by the 5<sup>th</sup> of every month. Late fees will be added to your next monthly statement, after the account is 30 days delinquent, CPT could interrupt service without notice and the service agreement could be automatically canceled.

All accounts require 90 termination of service notice, if terminated earlier a termination fee will be added to your last monthly statement, fees are dependent on package and account setup.

After termination of service agreement the client must pay CPT the appropriate fees to retrieve their data from the CivPro, fees vary based on format of data and time spent to do the format. No data will be provided to any delinquent account or user.

CPT guarantee Up-time of 93% except in force majeure or problems beyond CPT's control. Service can be interrupted on Sundays without any notice for maintenance and repairs, a 24 hour notice will be given to customers in any other occasion.

***\*Returns that require database modifications are only offered with Advanced and Full custom Packages.***

***\*\*Each state has rules and regulation, CPT must follow rules and regulations of all states, CPT has the right to refuse any feature if it could be deemed illegal or if it does not comply with state rules of civil procedures, CPT could refuse any feature if it does not find it appropriate or helpful to the client.***

***\*\*\*Business hours are Monday through Friday 9:00AM through 5:00PM CST, after hours are for emergencies only or by appointment.***

***\*\*\*\*Back up, hardware and hourly rate will apply as a separate charge, all hardware cost must be provided upfront unless otherwise stated in the service agreement.***