



Attachment 1: Recommendations for Use and Responsibilities for System Setup and Maintenance

This is a Supplemental Attachment to the AlphaPawn.net© Software Lease License Agreement between Software Group LLC and _____, dated _____, 2010, and includes Recommendations for using AlphaPawn.net and Responsibilities for System Maintenance.

1. Normal Setup & Maintenance Responsibilities:

- A. **The Client** is responsible for purchasing, setup, & installation of all hardware and external devices. This includes all computers and associated equipment, e.g., routers, printers, scanners, cash drawers, signature pads, etc. All Hardware, Operating Systems, Network configurations & External devices MUST be actively working before AlphaPawn.net is installed & setup. Warranty Maintenance should be obtained from the hardware manufacturer. Any issues with the above listed Hardware, Operating Systems, Network Configurations & External devices must be resolved with the respected manufacturer and support personnel used to setup, install and configure these devices.
- B. **The Client** is responsible for installing remote access software, defined by Software Group Inc. In addition the client shall grant Software Group LLC reasonable access to the Client's database, hardware configurations and such other files as Software Group LLC may reasonably require for the purpose of providing Training, Maintenance & Services and updates of the AlphaPawn.net software system. Software Group LLC requires an uninterrupted 48 hour time period for installing and monitoring the remote installation. Before we remotely install any system the Client gives Software Group LLC the right to check their system(s) we are installing, to make sure it meets all of the minimum requirements and allows Software Group LLC to make corrections needed. By signing this Attachment you give us the sole right to fix any issue deemed necessary to meet Software Group LLC's minimum requirement for AlphaPawn.net setup. If the Client chooses to use a third party instead of Software Group Inc's installation team the Client will be fully responsible for any expense associated with this action for any reason deemed necessary by the Client. The client understands that setup of the program takes up to 30 days to perform. If the client delays the start of the training or adds additional work outside of the normal scope of the software purchase the timeline will be extended. The 30 day period begins when the program is installed into the licensee's computer.
- C. **The Client** is responsible to notify Software Group LLC prior to installing anything on the Client's server. This action can alter computer settings and disable Alpha Pawn. Without prior notification and authorization by Software Group LLC the Client will be totally responsible for the diagnosis and re-installation of the software or function of the Alpha Pawn operating system. Software Group LLC will charge an hourly maintenance fee for the diagnosis and re-installation. If Software Group LLC chooses to upgrade the Client's system during the re-installation to improve performance, the Client is also responsible for the upgrades.
- D. **The Client** is responsible for normally expected computer program maintenance, which includes, but is not limited to: running a daily backup of your computer, running firewall updates, virus scanner updates, spyware updates, and other system tools such as disk cleanup and using disk defragmenter on a regular basis.
- E. **Software Group, LLC** is responsible: for the correct operation/functioning of the software; for providing future updates as specified in the contract; and for providing remote control support of, AlphaPawn.net software only, to the client.



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2. Recommendations by Software Group LLC for use of the AlphaPawn.net® Software program and routine computer care:

- a. We recommend an all in one Security Scanner, such as eTrust Internet Security Suite; install everything but the firewall (use the Windows firewall).
- b. We recommend the use of Firewalls, such as Windows Firewall, AVG, or SonicWall.
- c. We recommend the use of Virus Scanners, such as AVG-Anti Virus.
- d. We also recommend the use of Spyware Scanners/Blockers, such as (1) Malware Bytes, or (2) Super Anti-Spyware.
- e. We reserve the right to have a Licensee remove some Malware and antivirus software that impeded the operation of our software at the Licensee's expense.

By his/her signature below, Licensee acknowledges receipt of the Recommendations and Maintenance Responsibilities included in this Attachment to the Software License Agreement. Software Group LLC shall only provide FREE Maintenance Services under the conditions defined within this Recommendations & Maintenance Attachment. Upon the Client's request, Software Group LLC shall provide additional telephone support or onsite support at its standard rates and charges, plus travel and accommodation expenses.

Signature

Signature

Printed Name
(Developer of AlphaPawn.net)

Printed Name
(Licensee)