



Software Technical Support



As a leading consultant serving the CAD, network, Internet, and multimedia markets, N8-3D Solutions, Inc. recognizes the demand for efficient technical assistance. The help desk department delivers prompt, accurate solutions to increase your productivity and overall performance. Professionally trained and certified specialists handle individual questions and provide the most efficient answers to your questions. N8-3D Solutions will make every effort to return service calls within four business hours from the time that the request is received. N8-3D Solutions issues an incident number at the time of the first call and tracks every support issue.

N8-3D Solutions offers several support options to fit the requirements of our clients including support per call, per incident, blocks of time and Internet support. Convenient payment arrangements can be made in advance or at the time of the first call by using a major credit card.

Telephone Call

This service includes phone and fax consultation only and is designed for those customers who need occasional support and applies to all software listed in the agreement. Calls may be as long as one hour. Any calls lasting over one hour will be charged for an additional call.

Number of Calls	Price	Price Per Call
1	\$ 40	\$ 40
5	\$180	\$ 36

Telephone Incident

This service includes phone and fax consultation only and is designed for those customers who need occasional support and applies to all software listed in the agreement. An incident may include several calls and is not considered "closed" until a resolution is reached or two weeks after the final contact from the customer.

Number of Incidents	Price	Price Per Incident
1	\$ 50	\$ 50
5	\$225	\$ 45
10	\$425	\$ 42.50

Telephone Blocks of Time

This service includes phone and fax consultation only and is designed for those customers who require ongoing support and applies to all software listed in the agreement. Service calls are calculated in 20-minute increments with a minimum charge of 20 minutes per call and applies to all software listed in the agreement.

Number of Hours	Price	Price Per Hour
5	\$ 475	\$95
10	\$ 900	\$90
20	\$1700	\$85
40	\$3200	\$80

Internet Support

This service includes Internet collaboration and phone consultation and is designed for those customers who require immediate support and are familiar with Internet capabilities and applies to all software listed in the agreement. Incidents are calculated on a login basis. Subscribers receive a login and password that allows access to an Internet form for submitting questions. Customers submit tech support questions via e-mail. All e-mail questions will be answered via e-mail. This service requires Windows 95, Windows NT, Windows 98 or Windows 2000 and a minimum 56k connection to the Internet. A nominal set up fee is required with this plan.

Collaborative Internet Support Pricing

Number of Incidents	Price	Price Per Incident
5	\$ 250	\$50
10	\$ 425	\$45
20	\$ 800	\$42.50
40	\$1500	\$37.50

E-mail Pricing

Number of Incidents	Price	Price Per Incident
1	\$ 35	\$35
5	\$ 162.50	\$32.50
10	\$ 300	\$30
20	\$ 550	\$27.50
40	\$1000	\$25

N8-3D Solutions technical support includes the following software products:

- All registered Autodesk (including Softdesk), Discreet and Microsoft Windows products
- Authorized MAI Partners

Exclusions to N8-3D Solutions Technical Support:

- Failure to maintain software, operating systems, and all drivers at the currently specified revision level
- Third party equipment not specified by the software manufacturer
- Individual programming, customization, alterations or modifications to software
- Any unauthorized or illegal copies of software
- Training specific related issues or detailed instructions on command usage

Support Call Policies

N8-3D Solutions recommends that the customer shall designate one contact person per site and one back up person to initiate calls and/or e-mail messages. The site contact should possess the expertise or acquire the necessary training (at the customer's expense) to understand the nature of the various support problems to be addressed so that they may communicate effectively with the support specialists. The site contact must provide the support contract number (which will be issued upon entering the contract) when calling for assistance. Only the site contact and their back up may call for technical support.

Initiating Calls

The site contact person will call toll free or e-mail N8-3D Solutions (480.730.6833 or toll free 877.855.6833 or support@n8-3d.com) and ask for technical support. The support administrator will answer the call and ask for the support contract number and a brief description of the question as well as other pertinent information. The support contract number and description should be included in the e-mail message as well. The question will be assigned a call tracking number and will be distributed to the first available technician with the expertise to resolve your issue. All calls and/or e-mail messages are returned or answered in the order in which they are received. Technical support is available from 8:00 a.m. to 5:00 p.m. MST.

Enterprise-Wide Technical Solutions For CAD Industries

N8-3D Solutions provides enterprise-wide technical solutions for CAD industries. We offer full spectrum design drafting services and staff augmentation, custom programming and application development, training and curriculum development, help desk support, large format plotter maintenance and repair, and design and implementation of Internet technologies. N8-3D Solutions — bringing a whole new dimension of service to the design and CAD community.

The company was founded to provide solutions and training for clients spanning a variety of industries including utilities, municipalities, microelectronics manufacturers, AEC firms, GIS professions, mechanical design companies and multimedia professions. N8-3D Solutions is comprised of a group of experts and professionals with experience in software development, training and curriculum development, CAD management, network design, database integration, and custom programming. Specific CAD-related expertise encompasses the AEC, civil/survey, GIS and mechanical markets as well as virtual reality and multimedia. With this background, the company is equipped to assist clients in overcoming competitive challenges in a variety of markets. Companies can benefit from this professional expertise without the need to hire additional staff to perform specific tasks.

N8-3D Solutions is a consultant member of the Autodesk Developer Network, an organization of professional software developers who actively develop products and services that interface or integrate with Autodesk products. Membership in the ADN requires extensive industry experience and knowledge of a myriad of products and solutions. N8-3D Solutions is a Hewlett-Packard Authorized Service Provider specializing in large format plotter maintenance and repair. In addition, N8-3D Solutions is also a member of the iPIX Approved Web Pro Program — a network of Web developers and design firms that assist real estate agents and brokers in creating web sites that integrate iPIX Virtual Tours.

For more information, please call toll free 1.877.855.6833 or visit the web site at www.n8-3d.com

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