



4420 Metric Drive
Winter Park, Florida 32792
Tel 407.679.9716
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Control Micro Systems Inc. New Policy on Email and Phone Support

Control Micro Systems, Inc. is committed to providing world-class technical support for our customers and ensuring our customers' continued success in their manufacturing processes.

- Provide world-class, focused, responsive, and expert technical support services to customers investing in CMS solutions
- We strive to provide timely, accurate, and thorough resolutions to our customers and help to educate them along the way.
- Act as a champion for the customer using CMS established escalation procedures that swiftly route incidents to the most suitable technical support, quality assurance, and research and development resources.
- Add value to CMS and our customers by adhering to the core principle of "customers first".

Control Micro System has strived to offer customers top rated support since the company's inception in 1983. Over this time, we have manufactured over 2000 custom turnkey laser marking systems. With over 2000 machines in the field and most still operating, Control Micro System has had to redevelop our model for support so that we can continue to provide top tiered service. Control Micro Systems will still offer complimentary phone and email support for systems with warranty related issues. The new policy will only apply to systems that are out of the manufacturers warranty period.

Cost Breakdown by Support Group

| Support Group | Cost per Hour |
|---------------------------|----------------------|
| Field Service Engineering | \$200.00 |
| Software Engineering | \$200.00 |
| Development Engineering | \$200.00 |

If you have any questions or comments about this policy, feel free to contact me. Control Micro Systems, Inc. will ensure that the level of service to the customer remains top rated and that keeping the "customer first" is always our mission.



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Phone / Email Service Request Form

For service, complete this form and send it to Control Micro Systems
Fax: 407-657-6883 or Email: williama@cmslaser.com

Labor and Travel Rates

| | | |
|---|----------|----------|
| Field Service Hourly Rate: | \$200.00 | per hour |
| Software / Development / Overtime Rate: | \$200.00 | per hour |
| Saturday Rate: | \$300.00 | per hour |
| Sunday/Holiday Rate: | \$300.00 | per hour |

Please note that CMS will attempt to resolve most incoming call within 1/2 hours, if the event can be resolved within this time no PO is needed and no charges will accrue for the customer. However, if the event warrants an onsite call but the customer would prefer to troubleshoot issues via email or phone; a PO or Credit Authorization will be needed.

IN-DEPTH TECHNICAL AND PROGRAMMING TRAINING FOR CMS SYSTEMS IS AVAILABLE THROUGH CONTROL MICRO SYSTEMS AT 407-679-9716. RATES VARY ACCORDING TO PRODUCT TYPE.

Required Service (check one) Email Support Phone Support Web Based Support

Brief Description (required for all services)

| | |
|--|-------------------------------------|
| Desired Date of Service: Month Day Year | Company: |
| Customer Contact: | Address 1: |
| Title: | Address 2: |
| Email: | City: |
| Phone: | State/Province: |
| Fax: | Postal Code: |
| PO Number (required): | Country: |
| If sending form via email, a typed electronic signature is valid. | |
| Customer Signature: | Date: Month Day Year |
| Model Number: | Serial Number: |

| | |
|---|---|
| <i>CMS CREDIT CARD FORM</i> | **GIVE ORIGINAL TO ACCOUNTS RECEIVABLE |
| CUSTOMER'S NAME: | |
| NAME AS IT APPEARS ON CARD: | |
| BILLING ADDRESS: | |
| TYPE OF CREDIT CARD: <i>**CMS ONLY ACCEPTS VISA OR MASTERCARD</i> | |
| CREDIT CARD NUMBER: | |
| EXPIRATION DATE: | |
| SHIP TO ADDRESS: | |
| SHIP VIA: | |
| PO # OR ATTN TO FOR SHIPPING: | |