



Schedule

Company Address	10182 Telesis Ct., Suite 100 San Diego, CA 92121 US	Created Date	1/31/2014
		Quote Number	00025432
		Currency	USD
Prepared By	Ken Fordham	Contact Name	Suzanne Carter
Phone	1 (800) 661-1196 #1285	Phone	(414) 257-8017
E-mail	ken.fordham@activenetwork.com	Email	suzanne.carter@milwcnty.com
Bill To Name	County of Milwaukee Dept of Parks	Ship To Contact	Suzanne Carter
Bill To Contact	Suzanne Carter	Ship To Address	Milwaukee County Treasurer WAUWATOSA, WI 53226 United States
Bill To Address	Milwaukee County Treasurer WAUWATOSA, WI 53226 United States		

Product	Product Type	Quantity	UOM	Sales Price	Total Price
Class - Maintenance & Support - Reservations (includes QuickRez) - per workstation	Maintenance	6	Yr	551.25	3,307.50
Class - Maintenance & Support - Customized Reports - per server/per workstation	Maintenance	3	Yr	78.75	236.25
Payment Manager - Maintenance & Support - Payment Server	Maintenance	1	Yr	1,575.00	1,575.00
Class - Maintenance & Support - Finance-link (Financial Systems Integration) - per server	Maintenance	1	Yr	787.50	787.50
Class - Maintenance & Support - League Scheduling - per workstation	Maintenance	3	Yr	551.25	1,653.75
Class - Maintenance & Support - Reservations (includes QuickRez) - per workstation	Maintenance	4	Yr	551.25	2,205.00

Total Price USD 9,765.00

Maintenance Total 9,765.00

All fees described herein are in consideration of the Software and Services that Active provides. Active and Client acknowledge that certain credit card network rules and laws prohibit imposing a surcharge that is based on the type of payment method used (e.g., having a different fee for the use of a credit card vs. debit card), and therefore, each agree not to impose such a surcharge on any End User.

*Sales Tax not included in total price. Sales tax, where applicable, will be added to your invoice.

Quote Acceptance Information

Signature: _____

Printed Name: _____

Title: _____



Date: _____

PO# (if applicable): _____

Year	Class Maintenance	Fairway Maintenance
2013	\$9,300.00	\$34,500.00
2014	\$9,765.00	\$34,500.00
2015	\$10,253.25	\$34,500.00
2016	\$10,769.91	\$34,500.00
2017	\$11,308.41	\$34,500.00



Company Address 10182 Telesis Ct., Suite 100
San Diego, CA 92121
US

Created Date 10/3/2013
Quote Number 00006732

Prepared By Ed Baker
Phone 1 (586) 649-7797
E-mail edward.baker@activenetwork.com
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Contact Name Joe Mrozinski
Phone 1 (414) 254-9450
Email jmrozinski@milwcnty.com

Bill To Name County of Milwaukee Dept of Parks
Bill To Contact Joe Mrozinski
Bill To Address Milwaukee County Treasurer
WAUWATOSA, WI 53226 United States

Ship To Contact Joe Mrozinski
Ship To Address Milwaukee County Treasurer
WAUWATOSA, WI 53226 United States

Product	Product Type	Quantity	UOM
Fairway - Maintenance & Support - IVR: first 4 lines (add-on) - per server	Maintenance	1.00	Yr
Fairway - Maintenance & Support - IVR: subsequent 4 lines (add-on) - per server	Maintenance	3.00	Yr
Fairway - Maintenance & Support - Private Label Website Reservations (website license)	Maintenance	1.00	Yr
Fairway - Maintenance & Support - Propagation (add-on) - per site	Maintenance	13.00	Yr
Fairway - Maintenance & Support - Retail Point of Sale with Inventory (core, site license) - per site	Maintenance	3.00	Yr
Fairway - Maintenance & Support - Tee Sheet & Point of Sale with Inventory (core, site license) - per site	Maintenance	10.00	Yr

Hardware Total	USD 0.00	Total Price	USD 34,500.00
Software Total	USD 0.00		
Service Total	USD 0.00		
Maintenance Total	USD 34,500.00		
SaaS Total	USD 0.00		
Other Total	USD 0.00		

*Sales Tax not included in total price. Sales tax, where applicable, will be added to your invoice.

Quote Acceptance Information

Signature: _____

Printed Name: _____

Title: _____

Date: _____

PO# (if applicable): _____

EXHIBIT A

MAINTENANCE EXHIBIT

SUPPORT AND MAINTENANCE HANDBOOK



SUPPORT AND MAINTENANCE

The following supplies and services are included in Support and Maintenance:

- Unlimited technical support between 5:00am and 6:00pm Pacific Time, Monday through Friday via telephone (800.663.4991), email or web portal (<http://support.theactivenetwork.com>)
- Unlimited phone support for System Down issues on a **24 hours x 7 days a week** basis, provided that:
 - If self-hosted, the site must have remote access and Internet email capability for extended support hours
 - Support calls placed during extended support hours must be placed by an authorized contact person
 - The type of support call is an urgent issue that includes site down, revenue impacting, or customer facing issues that have no reasonable work-around
- Access to Active's secure customer care web portal, discussion forums, knowledgebase and online training materials
- Regular documentation and communication
- **Support also includes, if such assistance can be provided in 15 minutes or less:**
 - Assistance troubleshooting Third Party Products (e.g., Crystal Reports, Citrix client)
 - Assistance to isolate and/or troubleshoot difficulties resulting from sources other than Active Network products and services, such as:
 - General network/internet support (e.g., network access, printing, internet access)
 - PC hardware troubleshooting
 - PC setup, configuration and optimization
 - Network operating system configuration and functionality
 - Basic Microsoft Windows functionality (i.e. Windows Explorer or Internet Explorer)
 - Loss of supervisor or other password

ANNUAL SUPPORT AND MAINTENANCE FOR NON-HOSTED CUSTOMERS

The following supplies and services are included in Support and Maintenance for non-hosted customers:

- New releases and version of the Software and free assistance in planning upgrades

SUPPORT AND MAINTENANCE FOR HOSTED CUSTOMERS

The following supplies and services are included in Support and Maintenance:

- Installation of new Software releases
- Monitoring of connectivity and critical functionality at all times (24hr x 365 days/year) by skilled personnel using an extensive series of automated probes from multiple locations
- Response to site-down/critical issues within one hour, with reasonable efforts to advise your organization of the current status and expected resolution time
- Service agreements between Active and critical vendors essential to the continuing successful operation of the hosted environment
- Scheduled maintenance to increase performance, fix defects or update applications, with reasonable efforts to notify your organization of scheduled maintenance times and potential impacts to service
- Urgent maintenance (done to correct network, hardware or Software issues that are likely to cause significant service disruption and that require immediate action), which may temporarily degrade service or cause outages. Active may undertake urgent maintenance at any time deemed necessary and shall provide status updates to your organization as soon as possible.

SUPPORT ISSUE PRIORITIES AND TIMELINES

TICKET RESOLUTION TARGETS

- New support incidents are assigned one of the following levels, each with its respective standard ticket resolution target:

Call Priority Level	Description	Standard Completion Target
Priority 1 – System Outage	Fatal issues that result in the customer’s inability to fulfill critical business functions (i.e., those pertaining to core functionality such as processing registrations, memberships, rentals) and that have no reasonable work-around	1 business Day
Priority 2 – High Business Impact	Serious issues significantly impacting use of the system but do not prevent core functions from being fulfilled (i.e., Customer cannot perform critical business functions; Customer experiences severe site degradation)	2 business day
Priority 3 – Medium Business Impact	All other issues, except those classified as low; (e.g., how-to questions, reporting/reconciliation issues, general questions, work around options)	3 business days
Priority 4 – Low Business Impact	Issues that are not time-sensitive or may be undertaken as customer service initiatives outside the scope of this Agreement (i.e., feature requests or low priority questions)	None
Guaranteed Uptime	For clients licensing Hosted Software	99%

SERVICES NOT INCLUDED

The following supplies and services are excluded from Support and Maintenance:

- Services required to remedy problems that stem from changes to or defects in system configuration upon which the Software was originally installed
- Services required to remedy problems which do not stem from any defect in the Software
- Services required to remedy problems caused by lack of training of Client's personnel
- Improper treatment or use of the Software
- Onsite or remote training services
- Full report customization service
- Database-specific services or assistance

RESTRICTIONS

The following actions will void Active's obligations under this Support and Maintenance Handbook:

- The use of any other application that modifies data in the database, whether created by you or otherwise
- The use or creation of third party applications that work in connection with Active's application or application database without prior written notification and consent from Active

HOLIDAY HOURS (US AND CANADA)

Holiday	Open with reduced staff	Closed
New Year's Day (January 1st)		✓
Martin Luther King Day (3rd Monday in January)	✓	
President's Day (3rd Monday in February)	✓	
Good Friday (Friday before Easter)	✓	
Victoria Day (3rd Monday in May)	✓	
Memorial Day (Last Monday in May)	✓	
Canada Day (July 1st)	✓	
Independence Day (July 4th)	✓	
Civic holiday (1st Monday in August)	✓	
Labor Day (1st Monday in September)		✓
Canadian Thanksgiving/Columbus Day (2nd Monday in October)	✓	
Remembrance Day/Veteran's Day (November 11th)	✓	
US Thanksgiving (4th Thursday in November)	✓	
Day after US Thanksgiving (4th Friday in November)	✓	
Christmas Day (Dec. 25th)		✓
Boxing Day (December 26th)	✓	
New Year's Eve (December 31st)	✓	