On Demand **Technical Services**

 Are you having technical problems with your MERLIN Tempus, Tempus EE or MERLIN DNC deployment? Let the Memex technical support team help you quickly and professionally with all your technical issues. Memex Inc. introduces On Demand Technical Services, offering you: One-point-of-contact technical support, Industry-certified support technicians, 94% first call problem resolution, Expertise and highest quality standards, Flexible payment options with no obligations or contracts to sign On Demand Technical Services will assist you with your MERLIN related technical problems . Our expert technicians will help you with a full range of problems, from MERLIN system issues to hardware compatibility and functionality. We provide accumulative approved billing in up to 5-hour increments charged at $175 USD per hour. Whether your issue is MERLIN DNC or MERLIN Tempus, Memex's On Demand Technical Services provide you with the necessary assistance to get you back on track.

When requesting service, the first 15 minutes are complimentary. This helps Memex client services to determine whether the issue is warranty or non-warranty related.

At which time, our technician will create a service ticket for either outcome.

If it is warranty, no problem, we got you covered.

If it is non-warranty then we request approval for hourly billing accumulated up to five hours or resolution of the issue, whichever is less. At the end of five accumulated hours you will receive a brief on the steps taken by your Memex Client Services technician and the current state of the issue and our next steps to resolution with our estimate of time. We will ask for approval for another 5 hours or time to resolution, whichever comes first. In this way you are in full control of how many hours our technical team invest in the issue resolution. If a resolution is reached in under an hour you will be charged for the first hour regardless.