

SNMP Informant – Product Reseller Information

This document constitutes our SNMP Informant Reseller Terms and Conditions. Please review them, and if you are interested in reselling SNMP Informant, please contact Informant Systems as outlined below.

Please note:

- Williams Technology Consulting Services has recently incorporated under the name Informant Systems, Inc.
- This reseller agreement does not imply extension of credit privileges.

This company information requested is not intended to be an exhaustive evaluation of your company and its' business practices, but rather to provide common-sense due diligence on our part, to ensure that we do not extend reseller discounts to end users. Thank you for your cooperation.

Once you have been approved (1 to 2 business days), we will provide you access to a password protected area of our web site, where you can order SNMP Informant at special reseller prices.

PRODUCT PRICING DISCOUNT STRUCTURE:

The following discount structure applies across the entire SNMP Informant product range based on prices posted on the SNMP Informant web site. Informant Systems, Inc. reserves the right to modify this discount schedule upon 30 days notice.

Product Quantity	% Discount
1-10	15%
11-50	15%
Site License	17%
Enterprise License	20%

RESELLER TERMS AND CONDITIONS:

- 1) You (the reseller) will be purchasing the product(s) from Informant Systems.
- 2) *You MUST agree to resell the product(s) to your customer for the same (web retail) price that they would pay if they were to purchase the same product(s) directly from Informant Systems.* This eliminates any competition between Informant Systems and the reseller.
- 3) You MUST provide Informant Systems with the following customer information in a post-transaction follow-up email, so that we can add the customer to our registered user database for updates and support:
 - Customer or Company Name
 - Mailing Address
 - Telephone Number
 - Contact Name
 - Contact Email Address
- 4) There are two methods of payment accepted by Informant Systems. Our preferred method of receiving payment is by secure web payment through our payment processor, PayPal (most major credit cards accepted). The other method of payment is by wire transfer to our bank.

- **If you are paying through PayPal:** Once payment has been completed and confirmed, you (the buyer/email address associated with the transaction) will receive an email from PayPal, indicating that you have sent money to paypal@informant-systems.com. This email will contain information about the quantity and type of product(s) you purchased and a transaction ID number. At Informant Systems, we will also receive an email from PayPal to that effect, and an automated response processor will reply to the email address associated with the transaction (i.e. you, the purchaser). This email (originating from product.support@informant-systems.com) will contain transaction summary information (i.e. date, quantity/product(s) purchased, date of transaction, transaction ID, etc.) and will also contain the download URL required to get the software, and the applicable software validation key(s). This automated reply typically takes 15-30 minutes to complete. One email per product purchased is sent.
- **If you are paying by wire transfer,** funds should be sent to our bank, using the following information.

Pay Through	Intermediary Institution	Beneficiary
The Bank of New York New York, NY ABA 021000018 SWIFT IRVT US 3N	8900534478 Travelex Currency Services/CUCA	Account Number: 3291309 Account Holder: Informant Systems, Inc.

Send an email to sales@informant-systems.com, indicating that a bank transfer has or is about to take place, and include your Purchase Order information (qty/products/pricing, etc). Upon receipt of the funds into our account, we will send the software download URL and applicable validation key(s) to you or the customer you specify.

- 5) Informant Systems will provide first-line technical support to the customer as if they were to have purchased the product(s) directly from us. In order to receive support, the customer must provide the transaction ID number included with the automated response, or Purchase Order number associate with the Wire Transfer. This information is requested in the *Technical Support Email submission form* as found in the Support section of the SNMP Informant web site (www.snmp-informant.com). This support arrangement releases the reseller from product support obligations.

If the above terms are satisfactory, please send an email to sales@informant-systems.com, and include the following information:

Company Information:	Contact Information:
<ul style="list-style-type: none"> • Name (DBA if applicable) • Address (include all details) • Main phone number • Web site address • Years in business 	<ul style="list-style-type: none"> • Name • Position • Phone number • Email Address

Thank you for your interest in reselling SNMP Informant.

Garth K. Williams – Founder and Managing Director, **Informant Systems, Inc.**
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