

# **APPENDIX A**

## **Technical Support Rates**

**Contact Information:** Refer to [www.iqcoin.com/support](http://www.iqcoin.com/support) for current contact information.

WE OFFER DIFFERENT PRICE OPTIONS FOR TECHNICAL SUPPORT IN ORDER TO HELP  
YOU CONTROL YOUR COST OF SUPPORT.

Please note that these rates are subject to change with 30 day written notice to Licensee.

### **Collectors Universe, Inc. Staff**

There is no charge for contacting the staff at Collectors Universe, Inc. to see if we can answer your question or address your problem. Perhaps you are experiencing a problem that is common to all users. If so, we can advise you that we are aware of the problem and are working on a solution. We don't want you to have to pay the cost of an Advanced Technical Support appointment unless absolutely necessary. While we don't have a technical person on staff, and we can't guarantee our availability, we will always try to help you as best we can to keep your costs down. Call 508-545-0272 or E-mail: [ctailby@collectors.com](mailto:ctailby@collectors.com).

### **Advanced Technical Support**

Advanced Technical Support calls will be charged a minimum of \$210, which covers support for up to one (1) hour. Support after the one (1) hour point has been reached, will be billed in ¼ hour increments at the cost of \$55 per ¼ hour. The more prepared you are for your appointment, the more money you will save. While the staff at Collectors Universe would like to help your support call go smoothly, you do not need to talk to and/or receive permission from Collectors Universe to schedule an appointment.