BLOX DIGITAL

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Template Access Agreement   (pertaining to BLOX template access only)

This agreement outlines the level of service provided by BLOX Digital support staff for reported issues regarding template files and/or custom code.

A BLOX Digital BLOX site provides the customer with a full set of BLOX Digital templates (certified skins, blocks and components). Certified templates are fully supported by BLOX Digital and are subject to Quality Assurance testing. Access to these templates, for editing and/or overriding purposes, is not granted by default, and requires approval of a general manager via this Service Level Agreement.

If the customer modifies the code (XHTML, CSS, UTL, jQuery, JavaScript, etc.) after receiving template access in any way, they may no longer be on the BLOX Digital certified version(s).

If the customer reports an issue found to be the result of a localized (no longer certified) skin, block or component, whether it was created by BLOX Digital or a customer, the customer will be given the option of:

a. **Reverting to certified versions**
BLOX Digital support staff will revert the localized file(s) back to the fully supported TownNews.com certified version(s) for free. BLOX Digital will also create a backup version of the localized template so that, if desired, the customer can continue development.

b. **Troubleshooting of customer's localized file(s)**
BLOX Digital support staff will escalate the issue to the BLOX Digital template team, and the customer will be subject to the following:
- Customer to be billed BLOX Digital current hourly rate for troubleshooting efforts (1 hour minimum). If the issue can be resolved within 1 hour, BLOX Digital will resolve the issue within the initial "troubleshooting" hour.
- Customer to be provided a quote if time required to resolve issue is more than 1 hour and will be billed for any approved quote for hourly work

Please sign and date, and fax to 866-576-7850 Attention: Training Dept.
Access to your sites' BLOX templates will be given as soon as possible after this SLA is received.

Enterprise/Group Name: _____

Domain Name(s): _____

Publisher/General Manager Name:_____   Date: _____

Signature: _____

Employee Name:_____   Date: _____

Employee Signature: _____