

Template Access Agreement (pertaining to BLOX template access only)

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

A TownNews.com BLOX site provides the customer with a full set of TownNews.com templates (certified skins, blocks and components). Certified templates are fully supported by TownNews.com 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 TownNews.com 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 TownNews.com or a customer, the customer will be given the option of:

a. Reverting to certified versions

TownNews.com support staff will revert the localized file(s) back to the fully supported TownNews.com certified version(s) for free. TownNews.com 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)

TownNews.com support staff will escalate the issue to the TownNews.com template team, and the customer will be subject to the following:

- Customer to be billed TownNews.com current hourly rate for troubleshooting efforts (1 hour minimum). If the issue can be resolved within 1 hour, TownNews.com 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: _____