

## ClientSuite®

### Technical Specifications

#### Required Hardware and Software

- PC or Laptop for each user (minimum Pentium 500 mhz; recommended 1GB or higher, Windows98 operating system, XP Pro recommended; minimum of 128 MB RAM; or higher recommended)
- Internet connection for each user (Minimum high-speed connection with acceptable bandwidth available for each user; no dialup)
- Microsoft Internet Explorer web browser (version 6.0 or higher free to download)
- Dell 1710n Laser Printer recommended if printing invoices

#### Support Provided

- Online User Documentation: Available 24/7
- Live Phone and Email Support: Monday – Friday 8:00 a.m. – 5:00 p.m.
- After Hours Support: Leave voice mail or send email. Emergencies (i.e. System outages) responded to by phone and/or email (non-emergencies responded to during normal business hours)
- ClientSuite® is designed to be setup according to the guidelines established by Dataquest. Dataquest will not be responsible for support of issues resulting from non-recommended setup. Support calls that are determined to be as a result of non-recommended setup will be charged at an hourly rate set forth in the service agreement. The Client will be notified in writing at the time of setup if this condition exists.