

Support options

SUPPORT OPTIONThe initial order must include the purchase of a one year support contract covering 12 1/2 hours of toll free telephone support and all released updates and upgrades. An additional 60 days of free support will be added to the initial support contract.
Prepaid Yearly Subscription and Support PlansThese plans are your best value for keeping your software current. Both plans (Subscription and Support) include software updates and upgrades downloaded from the internet. The yearly prepaid support plan also includes up to 12½ hours of per incident support. These prepaid support hours expire if unused at the end of the plan term.

Prepaid Yearly Subscription Plan 20% of list price, minimum \$295
 per incident support @\$160 per hour,
 billed in 15 minute increments

Prepaid Yearly Support Plan 50 Units/Members, No Network - \$295 50 Units/Members, Network - \$345 100+
 Units/Members, No Network
 \$200 + 20% of List price, minimum \$445

100+ Units/Members, Network
 \$200 + 20% of List price, minimum \$545

Support costs cover the first 8 network seats.
 Each additional network seat is \$59.

Prepaid Yearly Supplemental Support Plan Options Additional block of 12½ hours of prepaid per incident support \$200
 per block. Unused hours expire at the end of the plan term.

Per Incident Pricing Options Per Incident Support - \$240 per hour

Billed in 15 minute increments Updates - 50% of list price Upgrades - 80% of list price,

Policy on Renewing - Expired Subscription or Support Plan Months lapsed - 12 or fewer months

Must purchase a one year support or subscription agreement which runs from the time of the old expiration Months
 lapsed - more than 12 months

You must purchase an update or upgrade prior to purchasing a support or subscription agreement

Other Charges Mail update on CD - \$25 License transfer - \$100 if on support; if no support, must purchase a support
 agreement. Database repairs - \$120 per hour

Scheduled Assistance and Remote Training 3 hours by appointment in ½ hour or more segments Remote Control - \$240
 during our normal business hours

Definitions List price is the retail price we are charging for an equivalent software license for new units. Per incident support
 is any support provided by the help desk staff, whether by telephone, fax or e-mail A maintenance release is a version of
 the software that has the same minor version number as the one licensed. A maintenance release can be a Beta release,
 Internet release or a Production release. All are available for download from the Internet. Only production releases are
 sent on a CD-ROM to users with the Mail update option. An update is a version of the software that has the same
 major version number as the one licensed. An upgrade is a version of the software that has a higher major version number
 than the one licensed. For example- 6.8.36 is a maintenance release for any prior version of 6.8 license. It is an update for
 any prior version 6 license and it is an upgrade for any version 4 or 5 license.