



Experience. Expertise. Results.

Support Plan

San Antonio • Phoenix • Denver

Please check the following options that apply:

- Sign me up! Enclosed is my check or charge authorization in the amount of \$_____
- Payment for the _____ quarter of 2____. Future quarters will be invoiced 1 month prior to quarter end.
- Payment for one year beginning ____Mon ____Year. Future years will be invoiced 1 month prior to year end.
- No thanks. I choose to pay for technical support on a per call basis at prevailing hourly rates with a minimum of a quarter hour charge. Please charge my designated credit card for each call.

Quarterly Support Prices: 1-6 Modules \$600, 7-9 Modules \$800, 10+ Modules \$1,000
Annual Support Prices: 1-6 Modules \$2,160, 7-9 Modules \$2,880, 10+ Modules \$3,600
 (Library Master counts as 1 module, regardless of user licenses)

If purchasing support only for ARM® or Service & Warranty Management® (e.g., your local reseller handles your other MAS 90 modules), the annual support fee is \$995. Customer will be billed for support provided on standard MAS 90 modules.

Regardless of which option you have chosen above, please submit a listing of your installed applications along with this signed form. You can print a list of your installed modules from the Utilities Menu, Installed Applications Listing.

Please complete all of the information requested below. This will allow us the opportunity to confirm and update our internal records so that we may better serve you!

Company: _____ Contact: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ email: _____

Modules with modifications (if any): _____

Type of operating system: UNIX Novell NT Single User

Payment Method: Visa MasterCard AMEX Discover Check

Card Number: _____ Expiration Date: _____

Check Number: _____ Check Amount: _____

By signing this agreement, I acknowledge that I have read, understand, and hereby agree to the terms and conditions set forth and outlined in the BCS...Prosoft Support Plan Terms. Support will be available from BCS...PROSOFT upon receipt of this signed document.

Authorized Signature: _____ Date: _____

Fax or Mail:
 BCS...Prosoft
 2700 Lockhill-Selma, San Antonio, TX 78230
 Fax: (210) 308-5580

SUPPORT PLAN TERMS

SUPPORT HOURS: 8:00 a.m. – 7:00 p.m. (central time) Monday through Friday. If customer initiates service request outside of normal support hours, after-hour rates of 1 ½ the standard billing rate will prevail, regardless of support plan status.

BCS...PROSOFT SUPPORT PLAN SUBSCRIBER BENEFITS:

- ◆ Receive unlimited telephone technical support.
- ◆ Receive priority telephone support
- ◆ Receive priority on-site consulting support
- ◆ Receive secured access to BCS...PROSOFT's website to download documents.
- ◆ Receive 10% discount on BCS...PROSOFT's Training Center class tuition.
- ◆ Receive one free training class certificate per quarter for one member of your staff.
Annual plan receives five free training class certificates.
- ◆ Receive assistance with Sage On-line Customer Service (SOCS).
- ◆ Receive call back number for easy reference and tracking.
- ◆ Receive 10% discount on custom modification upgrades when upgrading to new level

SUPPORT PLAN: BCS...PROSOFT Support is defined as an effort toward solving a specific problem with the application software. Support is available for each licensed (installed) site. Up to 4 authorized callers may be designated per licensed site. BCS...PROSOFT Support Plan is independent of SAGE Software Subscription Plan or any subscription plan offered by any other MAS90 Developer.

IF YOU CHOOSE THE SUPPORT PLAN

Examples of Covered Issues:

- ◆ Error messages generated while performing some function
- ◆ Questions on procedure of software module
- ◆ Problems with general accounting issues handled by MAS90
- ◆ Training on procedures, ½ hour maximum
- ◆ Request for add-on modules and how they work

Examples of NON-Covered Issues:

- ◆ On-site consulting
- ◆ On-site training
- ◆ Training on procedures that exceeds ½ hour of time.
- ◆ Custom Modification Installation and related questions
- ◆ Recurring issues related to user error or lack of software training
- ◆ Master Developer issues beyond BCS...PROSOFT's Control.
- ◆ Network or Workstation related issues

NO SUPPORT PLAN: Standard Rates, with a quarter-hour minimum for each call, billed to your credit card on file. Callbacks are on a first-come first-serve basis after all Support Plan subscribers are served.

WHY CHOOSE BCS...PROSOFT SUPPORT PLAN:

- Authorized BEST Certified Support Center (1st to be authorized in U.S.A.)
- Certified Microsoft and Citrix engineers
- Programmers on staff to assist technical support team
- All employees are required to complete at least 88 hours of training per year
- Telephone calls are answered by staff members during normal business hours - not automated answering system

Disclaimer of Warranty and Limitation of Liability:

BCS...Prosoft's support analysts will make every reasonable attempt to find answers to your questions and solutions to your problems. However, we cannot guarantee that all defects will be fixed by Sage Software (or other software developers) or that all of your questions or issues will be resolved. Our support plan and services are provided "as is", and there are no other warranties regarding such services, expressed or implied.

Because software is inherently complex and might not be free from error, you are advised to verify the results of any service provided and the work of any software programs supported. shall not be liable for any damages resulting from the use of or inability to use the support plan and services or from the use of, or inability to use the software programs supported, even if BCS...Prosoft has been advised of the possibility of such damages. This means that BCS...Prosoft is not responsible or liable for damages or costs incurred as a result of loss of time, loss of data, loss of anticipated profits or benefits resulting from the use of the software programs.