



Software Technical Support Policy

In this Document the following terms are defined as follows:

Critical Issue: refers to an issue that interferes with the intended purpose of the software

Cosmetic Changes: refers to an issue that means changing a layout, report or form, or an awkward user interface.

Entity: One Physical location.

Custom Built Software:

For each new custom-built software solution, Perfect Computer Solutions will fix *Critical Issues*, for a period of six (6) Months from the date of installation. There will be no charge for *Critical Issues* during this time period. This will allow time to work out the normal issues related to brand new software development. *Cosmetic Changes*, are covered for a period of three (3) Months from the date of installation, allowing time to resolve any awkward user interfaces, or issues in reports. Phone/Email support for installation, and use of Software will be provided for a period of three (3) Months from the date of installation.

Existing Software Package:

With Customization:

For each existing software solution, with customization, Perfect Computer Solutions will fix *Critical Issues* or *Cosmetic Changes*, for a period of three (3) Months from the date of installation. There will be no charge for issue resolution during this time period. This will allow time to work out the normal issues related to software modification. Phone/Email support for installation, and use of Software will be provided for a period of three (3) Months from the date of installation.

As is:

For each Existing software solution, As Is, Perfect Computer Solutions will fix *Critical Issues*, with periodic updates. Updates will be made available for download, free of charge, for a period of one (1) year from date of installation. Support for installation, and use of Software will be provided in a FAQ, and via email.

Extended Service Contracts:

Gold level: Gold level covers *Critical Issues* and *Cosmetic Changes* on ONE software product title, for a period of One (1) year, Phone/Email software technical support, for a total of sixty (60) Hours, for One *Entity*. Ensures priority 1 level service. Contract may be renewed*.

Silver level: Silver level covers *Critical Issues* on ONE software product title, for a period of One (1) year, technical phone/email support for a total of twenty (20) hours, for One *Entity*. Ensures priority 2 level service. Contract may be renewed*.

Bronze level: Bronze level covers *Critical Issues* on ONE software product title, for a period of One (1) year, technical phone/email support for a total of ten (10) hours, for One *Entity*. Contract may be renewed*.

Coverage Type	Up to 5 Licenses	5 to 10 Licenses	10 + Licenses
Gold level	\$2,500	\$5,000	\$10,000
Silver level	\$1,000	\$2,000	\$5,000
Bronze level	\$500	\$1,000	\$2,000

* PCS, after fulfillment of current contract, may terminate old software support, due to technological advances rendering the old software obsolete.