

## **Chaverware Support Contract**

(For years 2 and future if Freedom Plan is not chosen)

Circuits & Systems Computers & Peripherals Inc. agrees to provide technical support according to the contract options chosen below. This will cover you for a one (1) year period from the expiration of your current support contract.

### **Basic Support (\$1,200)**

60 minutes Support for Chaverware™, including diagnosing problems with data entry, incorrect or damaged databases, and general “how to” issues. This covers you for up to three (3) concurrent users of Chaverware™.

*Incremental updates and Major upgrades* will be provided

### **Silver Support (\$1,600)**

Identical to **Basic Support** except unlimited call time

### **Gold Support (\$1,900)**

Identical to **Silver Support** in addition you also receive support for the complete included accounting software\*, such as diagnosing problems with data entry, incorrect or damaged databases, and general “how to” issues.

### **Platinum Support (\$2,450)**

Identical to **Gold Support** in addition you also receive:

**Remote training** for 1 Hour on the use of Chaverware™ or included accounting software\* for any new employee hired.

**Support for Windows®, Network and Hardware issues** related to the use of Chaverware™ or included accounting software\* **only**. This includes problems running either package caused by:

- installation of another program onto the system
- installation of, or changes of hardware, i.e. new computer, printer etc
- damaged or incorrectly setup Windows files
- damaged or incorrectly setup network files
- poor or incorrect network connections to your server.

### **Additional Three (3) User License pack (\$550)**

*\*Included accounting Software can be either QuickBooks or Peachtree*

If no support contract has been purchased, the price for support is \$5.00/min with a \$100 per call minimum. Prices shown are for non-lapsed coverage and are subject to change without notice. Training is available on an arranged basis. Contact Circuits & Systems for prices.