

# 11. Software Support Policy

## *Support Policy*

Our superior customer support is what has elevated BRPOS, LLC to the prominent position we celebrate today. To continue our growth in this area, a detailed software support policy has been created to better serve our clientele. It is our desire that this policy will lead to expanded customer support and continued industry leadership.

***NOTE: While we will do everything in our power to answer any question you may have, we do ask that you please refer to your manual first. We cannot take the place of our documentation, nor can we act as program consultants for third-party software.***

### **STANDARD**

- E-mail and FAX support for POS Linker and all BRPOS interfaces.
- Includes all POS Linker upgrades.

### **SILVER**

- E-mail and FAX support (all year) for POS Linker and all BRPOS interfaces.
- Adds phone support from Mar 21 through Sep 21.
- Includes all POS Linker upgrades.

### **GOLD**

- E-mail, FAX, and phone support (all year) for POS Linker and all BRPOS interfaces.
- Includes all POS Linker upgrades.

### **Platinum**

Take advantage of all the features of our Gold package, PLUS the addition of:

- Up to two (2) hours per month of phone support for any Windows related issues from printers to normal Windows applications such as:
  - MS Word
  - Excel
  - Outlook/Outlook Express
  - ...and more!
- Includes all POS Linker upgrades.

Platinum support is our premier plan, and provides peace of mind along with optimum budget control.

**\*\*All plans can be paid for either monthly, or annually for extra savings.**

**\*\*If paid annually, pay for 11 months and get one month **FREE!****

**\*\*Annual billing takes place in June, when business revenue is normally at its highest.**

**\*\*Packages do not include on-site support.**

**\*\*Standard, Silver and Gold support packages are for POS Linker questions only.**

**\*\*Two hours of phone support per month with our Platinum package is non-cumulative.**

## 90 Day Automatic Coverage

When you call for technical assistance, please provide the representative your name, program name, and serial number. Before anyone can help you, this information must be recorded. Please note that free updates are included during the complementary 90 day automatic coverage.

## Software Maintenance Plan

Our premier software maintenance plan may be purchased at any time. However, it is a good idea not to let too much time lapse after your 90 day coverage is over. If a new version is released while you are not covered you will be required to purchase an update. We can only support the current version of each program. Coverage is billed monthly.

## Coverage

The 90 day coverage and the software maintenance plan covers:

- Telephone support during normal business hours
- Help with unusual installation problems or questions
- Questions concerning documentation
- Processing difficulties or questions
- Automatic updating service
- Hardware support for items purchased from BRPOS, LLC, or licensed distributor
- Replacement within 24 hours (repairs not included)

Our 90 Day Coverage and Software Maintenance plans **DO NOT COVER:**

- Operating System support.
- Accounting consultation.
- Non-BRPOS, LLC software applications.

***NOTE: Following the free 90 day automatic coverage, those customers not currently subscribed to our monthly software maintenance plans will have access to phone support during regular business hours under the following conditions.***

## Telephone Consultation

Telephone consultations are billed monthly, in ¼ hour increments. It is available for any or our valued clients who have “just one little question”, but are no longer covered by our complementary 90 day coverage or software maintenance plan. This service is also available to anyone who wants additional support such as accounting and operating system consultation. Whenever possible, we advise that you contact your distributor first. If your distributor is unavailable, you may contact BRCPOS, LLC directly at (703)665-4206 for support during normal business hours.

***NOTE: Repair service for hardware is not included. Most hardware is covered by manufacturer warranties. Other repair services will be accomplished at an hourly rate.***