

## ACTION COMPUTER SYSTEMS POS Annual Service Plan Options

SUPPORT SERVICES	Premium	Standard	Basic	Notes
<b>FREE Phone support</b>	<b>24/7/Weekends/Holidays Included</b>	<b>9am to 6pm (M-F)</b>	<b>9am to 6pm (M-F)</b>	Support provided to trained personnel
<b>After Hours Emergency Phone Support (M-F After 6PM, Weekends, &amp; Holidays)</b>	<b>Included</b>	<b>25% discount</b>	<b>25% discount</b>	After Hours Emergency Fee
<b>Remote Interactive Support (via Remote Control Software)</b>	<b>Included</b>	<b>Included</b>	<b>Included</b>	Expedites problem solving
<b>Software Maintenance updates</b>	<b>Included</b>	<b>Included</b>	<b>Included</b>	Typically 2 to 3 updates/year
<b>On-Site support (M-F 9-6 PM ONLY)</b>	<b>24/7/Weekends/Holidays Included</b>	<b>Included</b>	Not Included	Hourly rate applies if not included
<b>FREE Travel Time</b>	<b>Included</b>	Not Included/Billable	Not Included	
<b>FREE RM Monitor</b>	<b>Included</b>	Not Included	Not Included	
<b>Equipment Repair (Labor)</b>	<b>Included</b>	Not Included/Billable	Not Included	
<b>Equipment Repair (Parts)</b>	<b>Included</b>	Not Included/Billable	Not Included	
<b>Equipment Loaners</b>	<b>Included</b>	Not Included	Not Included	
<b>Software Version Upgrades (SUP)</b>	<b>Software &amp; Up To 2 hours Installation Included</b>	<b>Software Included, Installation billed separately</b>	20% off software upgrades	A new version is released approximately every 18 months
<b>Add-On Discounts</b>	<b>20% discount on new software modules</b>	Installation not included	Not Included	