

POS International, Inc. Phone Support Contract

P.O.S. is pleased to offer phone support for Power POS*, and any Hardware (i.e. Cash Drawers, Networks, Modems, Fax Boards, Mouses, etc.) that our support staff is familiar with.

SUPPORT: Discussion of any subject relating to any computer, software, bookkeeping, accounting or application question, problem or situation regardless of the cause. Administrative questions are not considered Support. **Support will ONLY be provided to those clients that have a completed Support Registration on file.**

APPLICATIONS SUPPORT: Discussion of general approach to utilizing software for different customer-oriented application problems.

SOFTWARE SUPPORT: Discussion of issues relating to problems or errors with the software, whether caused by the software user or by the hardware.

SUPPORT HOLD: An active account is placed on hold if there is an open balance over 15 days or if the original support time has expired. This situation can be rectified by activating a new phone support contract.

ACCESS: Regular Support hours are 9:00 AM -6:30 PM weekdays. E.S.T.It is imperative that you have a telephone next to your CPU for effective telephone support. If a modem has been installed with the systems, please have it hooked up and establish an Email account and Internet access. That will facilitate your ability to transfer files,fixes or updates. This could save considerable support time for you. If you have a fax machine please let our support technicians know, this can also facilitate your support

DISCLAIMER: POS International provides this service to you "AS IS" and does not warrant that the information provided will be error-free or will meet any or all customer needs. Any errors that are identified by clients of POS International, Inc. will then be evaluated by POS International to determine whether the errors apply generally to the program or are customer specific. Any errors that are peculiar to that specific customer will, at the option of POS be dealt with by using one or several methods of correction. Program related errors will be forwarded to program authors. In no event shall POS be liable for any loss, damage, or injury of any nature, due to the above, whether direct or consequential in connection or resulting from the use of the service. **IT IS THE RESPONSIBILITY OF THE CUSTOMER TO DO FREQUENT BACKUPS TO PROTECT DATA**

* Remote Merge Customers must purchase an additional Phone Support contract (\$295/location for the 1st year and \$195/location each additional year) specifically for Remote Merge. This price includes complete set-up of the remote merge module by POS.

\$495.00	UNLIMITED PRIORITY SUPPORT . . A flat fee of \$495.00 for one year. This entitles you to unlimited* phone support services for one year. All software updates are FREE! Prompt callback and 1-800 number.
\$295.00	UNLIMITED PRIORITY SUPPORT FOR 6 MONTHS . . A flat fee of \$295.00. This entitles you to unlimited* phone support services. Prompt callback and 1-800 number.
\$99.00	DEMAND SUPPORT.. A flat fee of \$99.00. This entitles you to 3 ten (10) minute increments – does NOT include support for Remote Merge.
\$295.00	REMOTE MERGE SUPPORT: Flat fee of \$295.00 per location. Includes remote dial-in set-up by of Remote Merge by POS. Additional years will be charged at \$195 per location. Prompt callback and 1-800 number.

Phone Support Order Form (Please type or print legibly) :

Company Name: _____

Address: _____

Address: _____

City, State, Zip: _____

Phone #: _____

Fax #: _____

Email Address: _____

Contact Name: _____

Quantity	Service	\$\$	Extended \$\$
	1-Year Unlimited Standard Support	495.00	
	6-Month Unlimited Standard Support	295.00	
	On-Demand Support [3] 10 minute increments	99.00	
	1 Year Remote Merge Support	295.00/location	
	Additional Year Remote Merge Support	195.00/location	
		TOTAL	

Credit Card Number: _____

Card Type: Visa Mastercard American Express Discover

Expiration Date: ____/____

Billing Address: _____

Billing Phone: _____

By signing below, you are indicating that you have read and understand the terms and conditions set forth by POS International, Inc. for telephone support. The undersigned also agrees to pay for the services purchased from POS International, Inc. by the above personal (or) company credit card.

Signature: _____

Please fax this completed form to POS International, Inc. at 954-568-3306. Thank you.

