

## S2 Product Support Plans

Technical Support Line: 703-881-1580 / Email: [support@s2inc.com](mailto:support@s2inc.com)

### S2 Product Software Maintenance Plan

The SMP (Software Maintenance Plan) Covers Software Updates and Bug Fixes – these include hard errors, bugs such as a screen not showing up, or any software glitches that may occur during normal use of the software. This plan goes into effect upon purchase of the software and is valid for 1 year from that date. After the first year the client has the option to renew the SMP on an Annual Basis. NRT Business Solutions, Inc. recommends renewing this subscription annually so that the client meets all the software requirements and is current on all patches, updates and releases that might become available during subsequent years.

*For Example: If purchase is made on 10-01-05 then the expiration date for the SMP is 09-30-06. S2 Incorporated will request that the client renew their subscription thirty (30) days prior to the expiration date. At this point, the client will have the option to either renew or cancel. Late payment will result in an interrupted offering of support service.*

### Expiration of Software Maintenance Plan

After the expiration of the Software Maintenance Plan, we will not be liable for any software updates or bug fixes. Because of this, subscription renewal is highly recommended. A current plan is required to receive support, upgrade, or purchase additional products or user licensing. If your plan has lapsed for one day or more and you wish to renew, you will be subject to price increases and/or subscription charges for the lapsed time. Your total cost is the current year, plus any lapsed time and/or price increases. The new expiration date for your plan will be one year from time of payment. Effectively, you will be paying for enhancements and improvements made to the software during the period you were not on a plan. You will gain access to the benefits of these improvements upon renewal. The renewal will become effective upon receipt of payment.

*For Example: The expiration date for the SMP is 09-30-06 and the client elects not to renew at that time. If the client then decides to renew on 10-15-06, we will not be liable for any issues that may have occurred between these dates. At the same time, the price of the Software Maintenance Plan renewal may increase and a new rate may be given. The prorated cost of renewal will include the 15 day period during which there was no effective plan and the full year. The new renewal date will be one year after renewal. After receipt of payment by NRT Business Solutions, Inc., the renewal will begin.*

### Available Support Options for S2 Products

<b>Basic Software Maintenance Plan</b>	Included in the Total List Price (SMP) Updates and Bug Fixes within purchased software version E-mail only technical assistance ( <b>hard errors that arise during normal use only</b> ) One business day response for critical issues (fatal hard errors that arise during normal use) two business days for non-critical issues Web-based on-line access support ( <b>hard errors that arise during normal use only</b> ) Non-technical support (outside of hard errors) provided for a fee on case by case basis
<b>Silver Plan</b>	A flat fee of \$1,500 in addition to the Basic SMP, regardless of number of modules One hundred (100) e-mails not related to hard errors/12 months Unlimited telephone or e-mail technical assistance ( <b>hard errors that arise during normal use only</b> ) One business day response time for all requests Non-technical support (outside of hard errors) provided for a fee on case by case basis
<b>Gold Plan</b>	A flat fee of \$2500 in addition to the Basic SMP, regardless of number of modules One hundred (100) general support e-mails/12 months <i>and</i> Ten (10) hours general (subject matter expertise) support Unlimited telephone or e-mail technical assistance ( <b>hard errors that arise during normal use only</b> ) One business day response time for all requests After the ten hour block is used, non-technical support provided for a fee on case by case basis
<b>On-Site/Web-based Support</b>	All On-Site and Web-based customer support requests are subject to the established NRT Business Solutions, Inc. posted support consultation fees found below. For On-site Support, travel time will be billed one-way.

**It should be understood that NRT Business Solutions, Inc., S2 Incorporated and their employees reserve the right to determine the urgency level for any support requests. Additionally, we reserve the right to determine whether the support request is of a technical or subject matter nature.**

### **What to do when you get an Error or a Bug**

For a hard error, please email the error attached as a screen shot to [support@s2inc.com](mailto:support@s2inc.com). Where the program displays an error dialog, please report the following information:

- ♦ **Error number, Program name, Line number, Program version.**
- ♦ **Exact sequence that caused the error, including menus and menu selections.**
- ♦ **Other pertinent information.**
- ♦ **Your full name, Company Name, Task Menu Item you were in and any other relevant information.**
- ♦ **Your phone number (and fax if applicable) and extension.**

It is possible that our consultants might be unable to duplicate a problem. This could be because of data corruption or because we have not exactly duplicated a particular operating environment. Under such circumstances, we can only continue to try to fix the problem if we can either access the system with Web Interactive or by some other means.

### **Pricing**

The table below gives the pricing for general support and/or training for clients who have either purchased a plan that does not include general support or have exceeded the amount of general support included in their plan. General support is support not related to a hard error in the software.

<b>Telephone/Web-based/e-mail General Support</b>	\$175.00/hour billed in increments of no less than one half (1/2) hour
<b>On-site Training/Implementation Support</b>	\$1575.00/day billed in advance plus expenses and travel time
<b>Prepaid e-mail Only General Support – 25 e-mails/12 months</b>	\$400.00 (\$875.00 if billed on pay-as-you-go basis)
<b>Prepaid e-mail Only General Support – 50 e-mails/12 months</b>	\$850.00 (\$1750.00 if billed on pay-as-you-go basis)
<b>Prepaid e-mail Only General Support – 75 e-mails/12 months</b>	\$1275.00 (\$2625.00 if billed on pay-as-you-go basis)
<b>Prepaid Block of 20 Hours</b>	\$ 3325.00 which is charged against in real time as used
<b>Prepaid Block of 40 Hours</b>	\$ 6650.00 which is charged against in real time as used

**Training/Implementation/General Support pre-paid blocks do not have an expiration date**

### **Additional Support Options**

NRT Business Solutions, Inc. provides product support through MAS resellers as well as directly to its clients. Support is given and billed as outlined above. Support is only offered to those clients who are currently on the S2 Product Software Maintenance Plan for the most current version. Older versions are not supported. NRT Business Solutions, Inc. recommends that all of its clients have the most current version and updates which are available with the SMP. Support for MAS 90/200 & S2 Enhancements is available for all versions >= 4.1.

### **3<sup>rd</sup> Party Add-Ons**

Errors generated by 3<sup>rd</sup> party add-ons are not covered and assistance will be billable at our regular hourly rate in increments of no less than one half (1/2) hour. Kindly contact our office if you have, or plan to add, any 3<sup>rd</sup> party add-ons.

### **Response Times & Business Hours**

All critical help inquiries will be responded to within 8 business hours and non-critical inquiries within 2 business days. Regular posted support hours are 8:00 AM – 5:00 PM EST Monday through Friday. Support e-mail is monitored outside of those hours and critical errors will be responded to as needed. All support inquiries after hours will be responded to the next business day. For fastest response kindly e-mail us at [support@s2inc.com](mailto:support@s2inc.com).