

S2 Product Support Plans

Technical Support Line: 703-881-1580 / Email: 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.

Cancellation 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. Any bug or error inquiries that occur during the lapse period will be billed in advance for a minimum of three hours at a rate of \$200.00 per hour plus the price of any patch or update that might be required. If the client decides to continue the SMP after cancellation, there will be a \$595.00 reinstatement fee in addition to the price of the plan. Additionally, he will have to renew for the full lapsed period and may have to do so at a higher rate than initially billed if the list price of the SMP has changed. The renewal will become effective upon receipt of payment.

For Example: The expiration date for the SMP is 09-30-06 and the client is unable 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. After receipt of payment by NRT Business Solutions, Inc., the renewal will begin.

Available Support Options for S2 Products

Basic Software Maintenance Plan	Included in the Total List Price (SMP) Updates and Bug Fixes within purchased software version E-mail only technical (software related issues only) support One business day response for urgent requests, two business days for non-urgent requests Web-based on-line access support (software related issues only)
Silver Plan	A flat fee of \$1,500 in addition to the Basic SMP, regardless of number of modules Unlimited telephone or e-mail technical (software related issues only) support One business day response time for all requests
Gold Plan	A flat fee of \$2500 in addition to the Basic SMP, regardless of number of modules Unlimited telephone or e-mail technical (software related issues only) support Ten (10) hours general (non-technical Help Desk) support One business day response time for all requests
On-Site/Web-based Support	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, local 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 general nature. Typically, an error or request that requires programming in the form of a bug fix or patch would be technical or software related whereas inquiries that do not require such action would be determined to be general support.

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 ten (10) hour limit of general support included in their plan.

Telephone/e-mail General Support	\$150.00/hour billed in increments of no less than one half (1/2) hour
On-site Training/Implementation Support	\$1350.00/day billed in advance plus expenses and travel time
Prepaid Block of 20 Hours	\$ 2900.00 which is charged against in real time as used
Prepaid Block of 40 Hours	\$ 5700.00 which is charged against in real time as used

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

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. 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.

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 incurred unless otherwise agreed. 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. If the client does not renew the annual subscription, then the most current update/version will not be available to them and the version they have will not be supported. Please contact our office for more information on this. Support for MAS 90/200 & S2 Enhancements is available for all version >= 3.71.

3rd Party Add-Ons

Errors generated by 3rd 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 any 3rd party add-ons.

Response Times & Business Hours

All Urgent help inquiries will be responded to within 8 business hours and non-urgent inquiries within 2 business days. Regular Posted support hours are 8:00 AM – 5:00 PM EST Monday through Friday. All support inquiries after hours will be responded to the next business day. For fastest response kindly e-mail us at support@s2inc.com.