

SUPPORT SERVICES



SOFTWARE MAINTENANCE SERVICE PLANS

Updates Plus **\$495/year** *\$100 renewal discount available.**

Includes software updates and 3 Support Cases per year. This plan is recommended for customers primarily interested in software updates only – such as savvy users and those who work closely with a local Authorized Dealer to resolve most issues.

Silver Support **\$695/year** *\$100 renewal discount available.**

Includes software updates and 12 Support Cases per year. This is the best plan for most typical customers who are relatively familiar with Keystroke and want a secondary source for assistance when their local dealer is not available. Reduced Remote Access minimum.**

Gold Support **\$995/year** *\$100 renewal discount available.**

Includes software updates and an unlimited number of Support Cases per year. This plan is recommended for customers who place heavy demands on the Keystroke system or want unrestricted access to SBS support services. Reduced Remote Access minimum.**

Platinum Support **\$99/month** *12 month minimum, billed via Visa, MasterCard, or Discover only.*

Includes unlimited access to the SBS Priority Technical Support Service, *plus* software updates with automatic notification service.

NEW! Only Platinum Support customers get the advantage of a dedicated Priority Support Line (toll-free at 888.275.4727 or 888.ASK.4SBS), which receives first response by SBS staff, even before the sales line! This plan is recommended for customers who want the absolute ultimate in technical support service for the Keystroke POS system, and the added advantage of monthly billing. Reduced Remote Access minimum.**

Centralized Plans for Multiple Stores

Centralized Support plans are available to businesses operating multiple licensed copies of the Keystroke POS system in similar businesses. These plans are best suited for businesses that employ a full-time person who is responsible for managing the Keystroke POS system and is available to assist other employees with most day-to-day issues. Support calls to SBS for all store locations must be handled by a single designated **Contact Person**. A \$100 fee is charged to change the Contact Person.

To subscribe to a Centralized plan, purchase one of the above standard plans for the primary location (or Gold MultiStore, described below), and the appropriate Additional Site Fees for other locations. The plan type selected for the primary location will determine total number of Support Cases available to all locations combined.

Additional Site Fees	\$350/year	<i>For each licensed location in addition to the primary business location, \$100 renewal discount available.*</i>
	\$50/month	<i>Available for Platinum Support only.</i>
Gold MultiStore Plan	\$1995/year	<i>Unlimited number of Support Cases including assistance with most MultiStore related issues (initial installation and setup excluded), \$500 renewal discount available.*</i>

**Renewal discounts are offered when an annual plan is purchased consecutively or prior to the end of a plan year.*

SBS Commitment

Our goal at SBS is to provide excellent software and services to all our customers. Our support technicians are trained to know that every customer's situation is unique, and to understand how frustrating it can be when technical difficulties occur. We promise to do our very best to provide you with friendly, honest, and reasonable guidance to resolve your questions or problems as quickly and painlessly as possible.

The success of our business depends on the success of your business!

THE CLEAR CHOICE IN RETAIL AUTOMATION

www.KeystrokePOS.com

OTHER SUPPORT SERVICE OPTIONS

Pay Per Call Support – 800.275.4727

Pay Per Call Support service is available to customers operating a current version of Keystroke POS or Classic who are either not subscribed to a Software Maintenance Service Plan or who require training services or technical support exceeding the parameters of prepaid service plans. Software updates are available only through prepaid Software Maintenance Service plans. Typical Pay Per Call cases include:

- Additional Support Cases exceeding the allotment of a prepaid plan
- Technical support for non-Keystroke issues (see Keystroke Technical Support Limitations below)
- Training by telephone

\$60 Minimum for initial 24 minutes, plus \$15 per 6 minute increment thereafter (\$150 per hour).

Remote Access Support – 800.275.4727

Remote Access Support service offers the convenience of an experienced Keystroke support technician connecting to your system using internet-based technology to troubleshoot, perform system maintenance, or provide training. Normal time required to establish the remote connection is billable, and availability of this service is subject to change.

\$96 Minimum for initial 24 minutes, plus \$24 per 6 minute increment thereafter (\$240 per hour).

** For active Silver, Gold, and Platinum Support customers, the Minimum charge is reduced to \$48 for initial 12 minutes.

Other Facts

How Do I Obtain Technical Support and Software Updates?

To receive technical support or request an update, call SBS at **800.275.4727** during business hours (8:00am - 6:00pm Mountain Time, Monday-Friday, except holidays). Customers with an active Software Maintenance Service plan can download software updates free at www.KeystrokePOS.com. Please call to obtain a User Name and Password for access to the Keystroke Updates Library.

What is a Support Case?

SBS defines a Support Case as a single issue that focuses on one aspect of Keystroke POS software (e.g., installation of an update, a question about a particular feature, or resolving an error message). Most support calls constitute a single Support Case; however, if you call with multiple issues or unrelated questions, a single phone call may constitute multiple Support Cases. On the other hand, a call may not count as a Support Case at all such as when multiple calls are required to resolve a single issue. Our support technicians document all support activity for your business in our customer service database. This information is used to track usage of Support Cases and as a tool to help us provide better support service.

What if I Need Additional Support Cases?

If you use all of your allotted Support Cases under a prepaid plan and need additional technical support, you have several options:

- **Contact Your Local Authorized Keystroke Dealer.** Depending on the nature of the issue, this may be necessary anyway.
- **Use Pay Per Call or Remote Access Support.** See above for rates and service descriptions.
- **Purchase a New Support Service Plan.** Select a plan more appropriate for your business' needs. If you're currently on an Updates Plus or Silver Support plan year, we'll pro-rate the cost to upgrade to Gold Support or monthly Platinum Support.

Keystroke Technical Support Limitations

One of our goals at SBS is to provide the best customer service we can to all of our customers. Under our Software Maintenance Service Plans it is our policy to assist only with issues that directly pertain to Keystroke software and refer customers to contact a local dealer whenever it is appropriate or necessary. A few examples of this include: networking, operating system problems, viruses, failed hard disks, installing printers or other hardware, third party software issues (including custom written applications and MultiStore polling issues), etc. Exceptions to this policy include Pay Per Call and Remote Access Support where we will give our best effort to provide training services or technical support for issues not necessarily related to Keystroke software.

Available Hours: 8:00am - 6:00pm Mountain Time, Monday-Friday, except holidays.

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Specialized Business Solutions

www.KeystrokePOS.com

For more information or to subscribe to a maintenance plan for your business, call your dealer or SBS at 800.359.3458!