



KeySupport™ Plans

Line	Description	Annual Subscription					
		None	\$2,395	\$3,195	\$7,995	\$15,995	\$39,995
		Bronze	Silver	Gold	Platinum	Diamond	
1	Hourly / Incident Service Rates (1 hr min)	195	180	155	135	115	0
2	Target Response Time	4 Hr	2 Hr	1 Hr	30 Min	15 Min	Immediate
3	Quarterly Newsletter	✓	✓	✓	✓	✓	✓
4	Annual Unlimited Support Issues ^A		✓	✓	✓	✓	✓
5	Upgrade Guarantee ^B		✓	✓	✓	✓	✓
6	Monthly Payment Option			✓	✓	✓	✓
7	Upgrade Planning / Pre-Upgrade Review		✓	✓	✓	✓	✓
8	Install Sage Service Updates & Hot Fixes ^C		✓	✓	✓	✓	✓
9	Install Payroll Tax and IRD Updates		✓	✓	✓	✓	✓
10	Year End Processing Assistance Using Aatrix ^D		✓	✓	✓	✓	✓
11	Crystal Report Writer Support ^E		✓	✓	✓	✓	✓
12	Resolving Sage PDF Converter Issues ^F		✓	✓	✓	✓	✓
13	Extended Phone Support Hours (6 am to 6 pm)			✓	✓	✓	✓
14	Credit Card and ACH Processing Support			✓	✓	✓	✓
15	Visual Integrator Support			✓	✓	✓	✓
16	Custom Office Support			✓	✓	✓	✓
17	Sage Intelligence Support			✓	✓	✓	✓
18	Sage Customer Relationship Mgt (CRM) Support			✓	✓	✓	✓
19	Sage Fixed Asset (FAS) Support			✓	✓	✓	✓
20	Sage KnowledgeSync Support			✓	✓	✓	✓
21	Visual Process Support			✓	✓	✓	✓
22	Waive Minimum \$500 Consulting Charge			✓	✓	✓	✓
23	Support of Unsupported Versions			✓	✓	✓	✓
24	Support of 3 rd Party / Custom Programs			✓	✓	✓	✓
25	Major Product Version Upgrades			✓	✓	✓	✓
26	Upgrades Outside Normal Business Hours (Mon - Thurs)				✓	✓	✓
27	Extended Support Hours (24 x 7)				✓	✓	✓
28	Support on Sage 100 Premium (SQL)				✓	✓	✓
29	Developing New Custom Crystal Reports / Forms				✓	✓	✓
30	Developing New Visual Integrator Jobs				✓	✓	✓
31	Developing New Custom Office Scripts				✓	✓	✓
32	Developing New Sage Intelligence Reports				✓	✓	✓
33	Developing New Sage KnowledgeSync Alerts				✓	✓	✓
34	Routine Database Maintenance Services ^G				✓	✓	✓
35	Process Microsoft Updates and Server Maintenance						✓
36	Full Implementation of New Modules & Enhancements						✓
37	Business Process Review & Implementation						✓
38	Troubleshooting Network & Printer Related Issues ^H						✓
39	Full Support, Training and Implementation						✓

* Please inquire on Discounts for plan upgrades and multi-year purchases

* Letters A-H correspond to Supplemental Information Document