

## 21<sup>st</sup> Century Support Agreement Definition

21<sup>st</sup> Century Business Equipment understands the importance of support and we recommend that all customers are on a Support Agreement to ensure that managers and staff get the highest level of POS support for all operational issues any time of the day and week. Each support agreement provides cover for one year from date of purchase and is automatically renewed on its anniversary.

Every 21<sup>st</sup> Century Business Equipment support agreement includes 24/7 emergency help desk Phone support and an annual technical support plan that covers an unlimited number of phone or email support incidents for software issues and assistance with general use, diagnosis, trouble shooting and issue Isolation.

The support agreement also covers you for the time to speak to our experienced team about improvements in the way you use your software, or concepts of ideas you have to make your business more efficient. It does not have to be used purely for a support matter, and we welcome discussions on your business.

We strive to provide the best possible service and support and to achieve this must have boundaries to ensure these services are available expediently to all our members and as such some services are not covered under our support agreement but are available at our standard rates of service

### Implementation Tasks

The support agreement does not cover implementation services of new hardware, software or modules. With such activities the customer will be advised that charges will apply and an estimation of fees or a quote can be provided

### Major Software Upgrades

Major Software Upgrades are not supported under the support agreement. Most upgrades require planning and occur onsite or via a structured plan to upgrade the client remotely. Minor updates and patches are covered by the support agreement. (Please refer to your Software Support Agreement document for more details)

### On Site Services

Where a consultant provides support, consultancy or repair services onsite, these services are not covered under the support agreement.

### Form Design & Report Writing

Form Design and Report Writing services are not performed under the support agreement.

### User Training

The support agreement does not cover in depth user training, menu reprogramming or data entry of any type. General Assistance on back office and POS functions is covered and generally speaking anything over 30 Minutes in a specific area would require structured training which can be provided remotely or onsite if required at our standard rates.

### PC Virus's, Operating Systems, corrupt or lost data

The removal or rectification of any virus, malware, spyware or any other PC infections is not covered under the support agreement. The recovery of lost data or rectification of any corrupt data or corruption in operating system is also not covered

Each Software product has its own Support Agreement Document which also covers software upgrades. Please review this document to understand exactly what services are covered under your specific software support agreement. All software support agreements are subject to the 21<sup>st</sup> Century Business Equipment Terms and Conditions available on our website.

## NON SUPPORT CUSTOMERS

Customers that are not on a current support agreement that have an issue that requires being resolved will still be offered support and will be charged at our standard rates of service.