



SUPPORT PLANS

ezaccess Platinum, Gold and Silver Support Plans offer a variety of options for your systems. **Gold Support** is **FREE for 30 days** with your initial purchase of Systems West software products.

STANDARD SUPPORT

Support and Service The **ezaccess Platinum** and **Gold** plans provide your business with hardware, computer and software support. Our **Silver Support Plan** covers software support only. Live phone support is available during our normal business hours: Monday through Friday, 7:00 A.M. to 4:00 P.M. Pacific Time at **(858) 485-5494**. The **ezaccess** service policy is located at: ezaccessPolicy.systemswest.com.

Software Updates Software updates are available at **No Additional Charge** using your **ezaccess ID** at our Internet download manager website: dm.systemswest.com.

Remote Support Your **ezaccess Support Plan** includes **Remote Desktop Support**. Our service personnel may request permission to create a remote support session via the Internet using a temporary access code. Our convenient, web-based assistance available at service.systemswest.com provides quick, hands-on resolution to service issues. High-speed Internet access is required for remote support.

Features **ezaccess Platinum** and **Gold** plans integrate **ezcontactSM Marketing Service**, while **Platinum** also integrates **ezdebitSM Payment Service** through **ezpos**.

EXPANDED SUPPORT

The **ezaccess Platinum Support Plan** entitles your store to expanded support, including POS system troubleshooting, Windows Operating System maintenance, networking optimization, virus/malware issues, software troubleshooting, PC Charge integration, and labor coverage for hardware repairs. Expanded support will be provided to other plans at the cost of \$97 per incident. Hardware repairs are charged at \$30 per 15-minute interval after a minimum one-hour, \$120 charge. Payment authorization is required before expanded support is provided.

AFTER-HOURS SERVICE

ezaccess Platinum Support subscribers are assured after-hours service for a \$25 flat fee per incident. Other plans are charged \$120 per incident, plus \$30 per 15-minute interval after the first hour. Payment authorization is required before after-hours support is provided to other plans.

ON-SITE ASSISTANCE

On-site technicians are available at \$199 for the first hour and \$239 for up to two hours. Additional hours are \$95 each. All requests for on-site service must be scheduled in advance by contacting Systems West. Same-day service, if available, is subject to an additional \$139 surcharge.

MULTI-STORE POLICY

An **ezaccess Support Plan** for a company with **multiple** stores requires the same active plan coverage for **all** stores. Stores are billed individually. Support to any one store will be deferred until all company stores are up-to-date with their respective **ezaccess Support Plan**.

PAYMENT POLICY

ezaccess Support Plans have a **one-year term**. If changing Plans, unused credit on the current Plan is applied toward upgrades or Plan extensions. Plan Cancellation will result in a final payment for the term balance based on the cost of the Plan's "One Year" rate, and will be charged immediately to the account, or billed to the subscriber if no longer available. Subscribers on **ezdebit** payment terms who fail to provide valid account information during the term, such as an account closure, credit card expiration, etc. will be subject to Cancellation policy as stated above.

SIGN UP

To sign up for an **ezaccess Support Plan**, visit signup.systemswest.com. This is a secure site requiring a sign-in using an **ezaccess ID** and your e-mail address. Or, you may fill out and return our **ezaccess** Sign up Form located at: ezaccessForm.systemswest.com.