Support Plan Details

Admin Resource and Services is pleased to offer software support plan options to our valued clients as a method of budgeting, managing, and reducing overall costs associated with system support. With included hours and reduced rates, a support plan is an easy way to save on all of our services, including modifications!

We can also combine your Basis SAM Plan renewal with your support plan. No more annual surprises when it comes time to renew your Basis SAM Plan.

One monthly fee makes it easier to budget and easier to get the right support solutions!

Support plan hours may be applied to **ALL** of our services, including support for the Master System. We support all versions 9.0 and below. (Does not apply to product oriented services).

<u>Your system is not outdated/obsolete to us!</u>

SUPPORT PLAN	Regular Monthly
Support Plan, Level One (4 Hours - All Services)	$400.00/mo
Support Plan, Level Two (3 Hours - All Services)	$300.00/mo.
Support Plan, Level Three (2 Hours - All Services)	$200.00/mo.
Basis License Management and SAM Plans	Quoted

DISCLAIMER: We are not the original dealer for the ACS Master System. According to your Licensing Agreement, any Basis Reseller may provide support, modifications, and their "own upgrades" to the ACS Master System you purchased, including Basis Licensing and Basis SAM Plan Management.

SUPPORT PLANS:

- All support plans include 10% off standard billing rates beyond plan hours.
- All quoted services are at reduced rate.
- Priority response based on support plan level and urgency of the issue.
- Emergency Services Rate: $200.00/hr., one hour minimum.
- No contracts. No terms. Change from month to month. <u>(Year minimum if Basis SAM Plan combined.)</u>
- Paid at beginning of month for hours during that month.
- Carry-over one unused hour per month to the next month.
- Automatically borrow up to one hour from the next month if you go over plan hours.
- Includes removal of License Key option installed by original dealer for free.
- Includes changing logo on main menu to your company logo for free. (GUI only)
- Includes new system icons for desktop with your logo or icon preference. Note: Not all logos convert to icons well; results may vary.
- May combine your Basis SAM Plan! Ask us for details!
- Discounts applicable on all services, including modifications, feature upgrades, and service oriented billing. (Excludes ARS Business Continuity, Web Hosting, Web Direct, ExForms, BASIS SAM Plan, user licensing, and QBI Cubes).

For more information about our company, services, support plans, and retainer options, please find us at www.adminresourceandservices.com or send us an email.