

Chaverware Support Contract

Circuits & Systems Computers & Peripherals Inc. agrees to provide technical support according to the contract options chosen below. This will cover you for a one (1) year period from the expiration of your current support contract.

Basic Support (\$1,425)

60 minutes Support for Chaverware™, including diagnosing problems with data entry, incorrect or damaged databases, and general “how to” issues. This covers you for up to three (3) concurrent users of Chaverware™.

Incremental updates and Major upgrades will be provided

Silver Support (\$1,925)

Identical to **Basic Support** except unlimited call time

Gold Support (\$2,250)

Identical to **Silver Support** in addition you also receive support for the complete included accounting software*, such as diagnosing problems with data entry, incorrect or damaged databases, and general “how to” issues.

Platinum Support (\$2,795)

Identical to **Gold Support** in addition you also receive:

Remote training for 1 Hour on the use of Chaverware™ or included accounting software* for any new employee hired.

Support for Windows®, Network and Hardware issues related to the use of Chaverware™ or included accounting software* **only**. This includes problems running either package caused by:

- installation of another program onto the system
- installation of, or changes of hardware, i.e. new computer, printer etc
- damaged or incorrectly setup Windows files
- damaged or incorrectly setup network files
- poor or incorrect network connections to your server.

Additional Three (3) User License pack (\$675)

**Included accounting Software can be either QuickBooks or Peachtree or Sage*

If no support contract has been purchased, the price for support is \$7.50/min with a \$150 per call minimum. Prices shown are for non-lapsed coverage and are subject to change without notice. Training is available on an arranged basis. Contact Circuits & Systems for prices.