



## the datawest group

Accounting Software & Business Solutions

# Technical Support Plans

### Support Plans:

Plan	Blocks	Discount	Regular Price	Actual Cost	Savings
Nickel Plan	5 blocks	0%	\$200.00	\$200.00	0
Bronze Plan	10 blocks	5%	\$400.00	\$380.00	\$20.00
Silver Plan	25 blocks	10%	\$1000.00	\$900.00	\$100.00
Gold Plan	50 blocks	15%	\$2000.00	\$1700.00	\$300.00
Platinum Plan	100 blocks	20%	\$4000.00	\$3200.00	\$800.00

Support charges are \$40.00 per block (based on \$160/hr). A Support Block is considered to be a 15-minute block of time, or a fraction thereof.  
(For example, a phone call that lasts 28 minutes would be considered 2 Support Blocks.)

### Advantages of Support Plans:

- Help budget support calls
- Eliminate paying multiple invoices for support
- Save money
- Plans do not expire

### Per Incident Call

A one-time incident support call at \$160.00 for the first hour, or any fraction thereof. If the call takes longer than an hour, you will be charged an additional \$40.00 per 15-minute block of time.



**the datawest group**  
Accounting Software & Business Solutions

## Technical Support Contract

The DataWest Group is committed to bringing our clients exceptional technical support. Please fill out this six-step contract to receive prompt and uninterrupted support from our technicians. We will send you monthly statements so you can keep track of the tech support you have received.

### Step 1 - Customer Information

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Web site: \_\_\_\_\_

### Step 2 - List Authorized Callers From Your Company

1. \_\_\_\_\_ ph/ext: \_\_\_\_\_ email: \_\_\_\_\_

2. \_\_\_\_\_ ph/ext: \_\_\_\_\_ email: \_\_\_\_\_

3. \_\_\_\_\_ ph/ext: \_\_\_\_\_ email: \_\_\_\_\_

4. \_\_\_\_\_ ph/ext: \_\_\_\_\_ email: \_\_\_\_\_

5. \_\_\_\_\_ ph/ext: \_\_\_\_\_ email: \_\_\_\_\_

6. \_\_\_\_\_ ph/ext: \_\_\_\_\_ email: \_\_\_\_\_

### Step 3 - Choose a Support Plan

- |  |  |
|--|--|
| <input type="checkbox"/> Nickel Plan ( 5 Blocks)_____ \$200.00 | <input type="checkbox"/> Gold Plan (50 Blocks)_____ \$1700.00      |
| <input type="checkbox"/> Bronze Plan (10 Blocks)_____ \$380.00 | <input type="checkbox"/> Platinum Plan (100 Blocks)_____ \$3200.00 |
| <input type="checkbox"/> Silver Plan (25 Blocks)_____ \$900.00 | <input type="checkbox"/> Per Incident Call_____ \$160.00*          |
- \*\$160 for the first hour, \$40.00 per 15 minute block thereafter

By choosing one of the support plans above, you must prepay by credit card or check in Step 5. **If you choose Per Incident Call, you must fill out the credit card information at the bottom of the page.** We must receive payment before these Support Plans go into effect. Support Plans do not expire and are nontransferable and nonrefundable.

Technical support hours are from 8:00am - 5:00pm Pacific Time, Monday through Friday. Emergency technical support calls placed outside of our normal business hours will incur additional charges starting at time and a half.

### Step 4 - Choose Method of Renewal

#### Automatically Send Me an Invoice

The DataWest Group will bill you by sending an invoice due upon receipt when the number of support blocks reaches 20% of your support plan. For instance, if you pick the Silver Plan and you have 5 blocks remaining, we will automatically send you an invoice for a new Silver Plan. Please note: if your plan expires and payment for renewal has not been received, support calls will be charged at the Per Incident Call rate (see below).

#### Automatically Renew My Plan by Credit Card

The DataWest Group will automatically charge your credit card to renew your existing plan when your account runs below 10% of your support blocks. For instance, if your company chooses the Gold Plan, we will automatically charge your credit card when your account runs below 5 blocks. **If you choose this plan, you must fill out the Credit Card Information section on the bottom of the page.**

#### Per Incident Call Support

The DataWest Group will issue support to your company on a Per Incident Call basis. Each support call will be charged at \$160.00 for the first hour, or any fraction thereof. If the call lasts longer than an hour, you will be charged an additional \$40.00 per 15-minute block of time. **If you choose this plan, you must fill out the Credit Card Information section below.**

### Step 5 - Choose Method of Payment (credit card or check)

#### Credit Card Information (must fill out below)

- Visa     MasterCard     American Express     Discover

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Validation#: \_\_\_\_\_

Name as it appears in the card: \_\_\_\_\_

Billing Address for Credit Card: \_\_\_\_\_

\_\_\_\_\_

- Company Check**    check #: \_\_\_\_\_    amount enclosed \_\_\_\_\_

Mail check to: The DataWest Group  
125 Hangar Way, Suite 110  
Watsonville, CA 95076

## Step 6 - Read and Sign Below

### **DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY**

The DataWest Group's representatives are well trained in the operation of all software supplied and/or supported by The DataWest Group, and they will make every reasonable attempt to find answers to your questions and solutions to your problems. However, we cannot guarantee that all defects will be fixed or that all your questions and problems will be resolved. ALL SUPPORT PROGRAM SERVICES OFFERED BY THE DATAWEST GROUP ARE PROVIDED "AS IS", AND ALL WARRANTIES REGARDING SUCH SERVICES, WHETHER EXPRESS OR IMPLIED, ARE HEREBY EXCLUDED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Because software is inherently complex and may not be free from errors, you are advised to verify the results of any service provided and the work produced by the software program supported. THE DATAWEST GROUP SHALL NOT BE LIABLE FOR ANY DAMAGES, INCLUDING BUT NOT LIMITED TO ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OF OR INABILITY TO USE ANY OR ALL SUPPORT PROGRAM SERVICES OFFERED BY THE DATAWEST GROUP, OR FROM THE USE OR INABILITY TO USE THE SOFTWARE PROGRAMS SUPPORTED, EVEN IF THE DATAWEST GROUP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. This means The DataWest Group is not responsible or liable for damages or costs incurred as a result of loss of time, loss of data, loss of anticipated profits or benefits resulting from use of the software programs or loss of use of the software programs, nor for damages or costs incurred in connection with obtaining substitute support services or substitute software, claims by others, or similar costs.

No employee, agent, or representative of The DataWest Group is authorized to make any representation or warranty with respect to The DataWest Group's support programs. The DataWest Group may limit the duration of calls and determine when its response to an incident is concluded. The DataWest Group's support plans do not include service or support for any hardware components of your system or for any software not supplied by The DataWest Group, including, but not limited to computers, hard disks, network servers, printers, bar code readers, cash drawers, and any software associated with such hardware devices. The DataWest Group reserves the right to modify or terminate support services during your subscription period, and to decline renewal of your subscription at the expiration of any plan period. The DataWest Group reserves the right to end your contract and issue a refund of the unused portion, at our discretion and without prior notice.

By subscribing to any support plan offered by The DataWest Group, you acknowledge and agree that The DataWest Group's support programs allocate risk between you and The DataWest Group as authorized by the Uniform Commercial Code and other applicable law, and that pricing of The DataWest Group's services and products reflects this allocation of risk and the limitations of liability and exclusion of damages set forth herein shall remain in full force and effect.

Some states do not allow the exclusion or limitation of implied warranties or of liability for incidental or consequential damages, so some of the above may not apply to you. The DataWest Group's support programs and pricing described herein are subject to change without notice.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Duly Authorized Officer

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name (Please Print)

Please make sure you have completed all six steps, including signing and dating this page. Mail pages 2-4 with payment to the address on the right:

**Mail To:**  
The DataWest Group  
125 Hangar Way, Suite 110  
Watsonville, CA 95076  
Or  
**Fax To:**  
831.786.1469