

Technical Support Options for Total Retail Solution

Option A – Free Plan (Included with purchase of TRS)

Web Support Requests:	Free while on the most recent version of TRS or within 1 year of purchase \$25 each otherwise
Priority Support Calls:	\$50 each
Custom SQL:	Standard: \$25 each Extra complex or time consuming: \$Varies – Call for quote

Option B – Silver Plan (\$200 per year if purchased while on most current TRS version; \$500 otherwise)

Web Support Requests:	Free while under contract
Priority Support Calls:	5 included (technical or training/how-to questions – time restrictions apply) (must be used within contract period, and do not carry over with renewal) Additional priority calls: \$50 each
Custom SQL:	Standard: 2 Included (must be used within contract period, and do not carry over with renewal) Standard Thereafter: \$25 each Extra complex or time consuming: \$Varies – Call for quote

Option C – Gold Plan (\$500 per year if purchased while on most current TRS version; \$700 otherwise)

Web Support Requests:	Free while under contract
Priority Support Calls:	Unlimited technical calls within contract dates (not valid for training or how-to type questions) 5 training/how-to questions included – time restrictions apply (must be used within contract period, and do not carry over with renewal) Additional training calls: \$50 each
Custom SQL:	Standard: 5 Included (must be used within contract period, and do not carry over with renewal) Standard Thereafter: \$25 each Extra complex or time consuming: \$Varies – Call for quote

All Plans

Self Help Options:	Free online documentation (one printed manual comes with software) Free access to our Yahoo! User's Group
Emergency Support Calls:	\$100 each (see Definition on next page)
System Setup via Phone:	\$150 (1 st computer) \$100 (each additional computer) \$50 surcharge per computer if it is NOT connected to high-speed Internet Includes walking you through installation of TRS software and all POS hardware Does not include training or network setup/troubleshooting (if your network is set up and working properly, we will set TRS up to talk to the correct server).

Definitions/Policies/Restrictions

Web Support Request:

Customer initiates support request by filling out a form on JMM Software website. JMM Software support team will generally answer these requests via email, but may call the user at their own discretion. How-to questions may be answered by directing user to specific documentation on the subject, unless the specific question is not covered in existing documentation, in which case we will write a customized reply. Support team strives to respond to all support requests within one business day (Monday through Friday). Does not cover Data Researching or Data Conversion (see below)

Priority Support Call:

Customer calls JMM Software support team directly. Support team answers the phone when it rings as much as possible, but depending on call volumes, it may be necessary to leave a message. Support team strives to return all phone messages within one hour during normal business hours (8:00am-5:00pm Monday-Friday, Pacific Time). Does not cover Data Conversion. For training or how-to questions, a support incident is limited to no more than 30 minutes. If a training/how-to call goes over 30 minutes, one priority incident will be used up or charged for every 30 minutes or fraction thereof. Remote software set-up or settings/data configuration by support team is also subject to this time limit.

Emergency Support Call:

Emergency support is offered for extended hours (6:00am-9:00pm Monday-Saturday, Pacific Time). Customer leaves a message on a special line. JMM Software support team member on call is paged and calls the customer back as quickly as possible. Emergency support calls are billed at a minimum of \$100, and are limited to 1 hour per incident. If a call goes over 1 hour, any additional time will be pro-rated at \$25 per 15 minutes or fraction thereof (the first hour is NOT pro-rated). The premium charge for emergency support is used to compensate our staff for taking calls outside of regular work hours. The fee is charged regardless of whether the support team is able to solve the customer's issue.

Data Researching

Unless the issue is very simple, or answerable by existing documentation, questions such as "Why are the costs on this reports so low?", "Why is this customer's account balance wrong", etc. fall under the category of Data Researching. When these types of questions are asked via a web support request, we may refer you to a document listing the most common causes, but if we must look at your database ourselves to find the problem for you, then the incident will be treated/billed as a Priority Support call.

Custom SQL

Custom SQL rates are charged if you would like us to write you a custom query (to generate a custom report, find a specialized set of records, or update your data in a special way). Standard queries are those that we can write fairly quickly. The "Extra complex or time consuming" rates are in effect when the support rep determines that it will take more work than usual. These will be custom-quoted, so that you may determine whether or not the cost is worth it.

Data Conversion

Converting your data from another POS System or other software is not covered by either Web Support Requests or Priority Support. JMM Software does offer data conversion as a service when possible, but it is priced separately from support.

Support Incident (Applies to both Web Support Requests and Priority Support)

A support incident may be used for:

- A problem with (or help installing) a single piece of POS hardware.
- Help resolving a single error message or unexpected program behavior.
- Up to 30 minutes of training or how-to questions (Priority Support Only).
- Up to 30 minutes of remote software set-up or settings/data configuration by support team (Priority Support Only).
- A question about whether a software feature is available, or a request for a new feature.

Software Bugs / Defective Hardware

If a Priority Support Call is used to get help with a program issue that turns out to be a true software bug or the result of hardware found to be defective during the immediate replacement period, then the call will not count against your bank of Priority Support Calls, nor will you be billed, unless the bug has already been fixed in a later version or release of the software. We recommend that you make sure that you are running the latest release of TRS before calling for support, so that you don't needlessly use up a Priority Support Call. The JMM Software support team or management makes the determination of whether an issue is the result of a bug, user error, or "working as designed".