

# ClientCare Plans

High-quality support from Sage Software enhances the value of your business management system. We realize that a cornerstone for success in your business is effective automation through the use of our market-leading software solutions. But to keep your system running smoothly, you may have questions or technical issues you need to discuss with a knowledgeable support professional. Sage Software offers a variety of plans—a basic Subscription Plan (a one-year Subscription Plan is automatically included with your new purchase of a Sage MAS 90 or Sage MAS 200 ERP system) and two Sage Software phone support plans that can be added to your Subscription Plan. These annual subscription-based support plans are designed with your most frequently requested service options in mind. Your authorized reseller can help you choose the plan best suited to your needs. If you have questions, contact Sage Software at 888-924-8989.

## Subscription Plan

A one-year plan is included in your new purchase of a Sage MAS 90 or 200 system. This basic plan provides the following benefits: all basic Subscription Plan upgrades and enhancements for the current platforms<sup>1</sup> and modules you own<sup>2</sup>, critical “Tips on Year-End Processing” in the free *Technical Reference and Support Guide* (TRSG), downloadable year-end and quarterly Tax Table Updates for the Payroll module, the quarterly *Solutions* newsletter, and unlimited access to Sage Software Online on the Sage Software Web site.



## Sage Support Plans

The following support plans are also available to supplement support options from your Sage Software authorized reseller.

### Silver Plan

The Silver Plan is designed for all new and existing customers who have some experience working with Sage MAS 90 or 200, place moderate demands on their accounting system, or desire same-day support when their authorized reseller is unavailable. The Silver Plan provides all the benefits of the Subscription Plan and access to a toll-free telephone number.

### Gold Plan

The Gold Plan is designed for all new and existing customers who place heavy demands on their accounting system. The Gold Plan provides all the benefits included in the Subscription Plan, plus priority access to a technical support analyst. In addition, Gold Plan members receive a 15% discount on training, a 15% discount on add-on modules, and access to a special priority toll-free telephone number.

Product and Service Description	Subscription Plan	Silver Plan	Gold Plan
Product upgrades and enhancements	Yes	Yes	Yes
Sage Software Online	Yes	Yes	Yes
Technical Reference and Support Guide (TRSG)	Yes	Yes	Yes
Tax table updates (Payroll module)	Yes	Yes	Yes
Compatible forms and checks discount	10%	15%	20%
Expert telephone and online support		Unlimited	Unlimited
General Ledger Computer-Based Training CD			FREE
Priority access to a support analyst			Yes
Discount on add-on module purchases			15%
Training discount (at participating locations)			15%
500 personalized checks and compatible envelopes			FREE

A Subscription Plan is required to upgrade to a Silver or Gold Plan.

# ClientCare Plans

## POLICY GUIDELINES

### Current ClientCare Subscription Plan Required to Purchase New Modules

Current Subscription Plan members are provided with product updates and critical technical information as they become available. Maintaining a current Subscription Plan also permits you to purchase new software modules or add users. Without a current plan, you will not have access to this information, nor these products or users.

### Single All-Encompassing Expiration Date

Sage Software incorporates a single Subscription Plan expiration date for each customer. All Subscription Plan expiration dates will tie to your initial expiration date (based on your first purchase date or initial enrollment date). As new modules are purchased, your Subscription Plan costs will be prorated to your initial expiration date. This provides you with a more efficient method to track and administer your renewal.

### Lapsed Policies

If your Subscription Plan has lapsed one day or more and you wish to renew, you must pay for the lapsed time that you were not on a Subscription Plan. Your total cost is the current year, **plus** a 25% reinstatement fee. Effectively, this cost covers all

enhancements and improvements to the software during the lapsed period when you were off the Subscription Plan.

**Example:** Assume a \$2,500 annual subscription fee. If the Subscription Plan has been lapsed for more than 13 months but less than 24 months, the customer will pay \$6,250 (\$2,500 x 2 years, plus 25% of the total). The anniversary date remains the same.

### Nonrefundable and Nontransferable

All purchases of Subscription Plans are final. Sage Software is not responsible for under-utilized plan benefits.

### Renewal Options

Subscription Plans are renewable through either Sage Software or your authorized reseller. For your convenience, Sage Software or your reseller will send you a renewal notice prior to the expiration of your Subscription Plan.

<sup>1</sup>Platform versions supported include the current version and the previous major version only.

<sup>2</sup>New modules may not be interoperable with older, unsupported versions. Check with your Sage Software authorized reseller in regard to your specific system.

<sup>3</sup>Response times: Sage Software will respond to your call within the specified response time. Response times are available for calls received during regular customer service support hours: M, T, Th, F, 6:00 a.m. – 5:00 p.m. PT; W, 6:00 a.m. – 4:00 p.m. PT. The following circumstances are excluded:

- Support cases submitted by e-mail or fax
- Company events and holidays observed by Sage Software
- Closures due to weather or legal impossibility
- During the month of January due to high call volume for year-end processing

We will make our best effort to contact you during these circumstances, but we cannot guarantee the specified response times during these events.

<sup>4</sup>Does not apply to third-party applications and cannot be combined with any other offer.



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