

Extreme Software Corporation

ExtremePOS • Musicware POS • Praiz POS

Technical Support & Updates Contract

Technical Support and ESC software updates are FREE for 90 days from date of purchase. The plans below are only valid when subscribed to before the 90-day "FREE" period expires. Otherwise, the user must first upgrade to the newest version and then purchase a contract. The user can choose to be billed monthly at a slightly higher fee.

Please choose a technical support and update plan below and fax to 919-387-7592 or mail your contract to ESC. These plans cover the use of ESC software and hardware purchased through ESC authorized dealers only. Hardware purchased through 3rd party vendors needs to be supported by that vendor, not Extreme Software Corporation, or its dealers.

Please circle one of the plans below and return with payment:

Musicware/Praiz/ ExtremePOS for Windows	Support and Update Subscription Plans	1 User	2 User	3 User	4 User	5 User
1 Year Full Subscription	Includes: Program updates with Toll-free telephone support and email support	799.00	948.00	1097.00	1246.00	1395.00
1 Year Updates Subscription	Includes: Program updates with email support only	399.00	474.00	549.00	624.00	699.00
Monthly Full Subscription	Includes: Program updates with Toll-free telephone support and email support	75.00	90.00	105.00	120.00	135.00
Monthly Updates Subscription	Includes: Program updates with email support only	37.50	45.00	52.50	60.00	67.50
Pay-as-you-go Phone Support Only	This option allows you to only pay for technical phone support when needed on a pay as you go basis. There will be a \$45.00 charge per incident (maximum 30 minute phone call). There will be no software updates available for this plan. You must have a valid credit card on file with us in order to receive a response.					

Customers with more than 5 users should add \$149.00 per year, per user for 1 Year Full Subscription and \$75.00 per year, per user for 1 Year Updates Subscription, to the 5 user prices above. Monthly plans will cost \$15.00 per month, per user for Full Subscription and \$7.50 per month, per user for Updates to the 5 user prices above.

Technical support hours are from 9 AM – 5 PM EST, Monday – Friday, by calling 919-387-7597 or 800-647-9711 or emailing support@extremepos.com

Check or Money Order Visa MasterCard AMEX

Name on Credit Card _____

Company Name _____

Street Address _____

City, State and Zip Code _____

Credit Card Number _____

Credit Card Expiration Date _____ Today's Date _____

Signature _____



1001-204 Pemberton Hill Rd. Apex, NC 27502

Voice 919-387-7597 Fax 919-387-7592

www.extremepos.com

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ESC Support Frequently Asked Questions

- ❖ Busy Signals when calling for technical support. Our technical support lines are free at least 40% of the day between 9 AM and 5 PM, EST, M-F. We do not place callers in a queue to wait for the next available support person. If you get our voice mail, please leave a message under the support option so we can return your call in a timely fashion. You may also try one of the below options for additional or alternative support methods.
- ❖ Support Via Email. You can get support by writing to support@extremesoftwarecorp.com. This email address is monitored daily. You will normally receive a reply the same day.
- ❖ Network Problems. If you have two or more computers connected via a network and you did not purchase your network from ExtremePOS, we cannot support your network at no charge. Our technician will ask you questions to confirm that your network is operational. If your network is not functioning, you must seek help from the person who installed your network, or ExtremePOS can help you get your network working via a \$99 tech support fee.
- ❖ Other Hardware Problems. If you purchased your hardware from a company other than ESC, or its dealers, we cannot give you hardware support at no charge. We have methods of testing most of your hardware. If your hardware is working properly, we will support your hardware with Musicware/Praiz/ExtremePOS. If your hardware is not working properly, you must go back to your original hardware supplier for support. The most frequent problems we find with hardware are serial port conflicts with modems and modem software and printer conflicts with certain printers which have software that takes over the parallel port.



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