

## Support Plans

This brochure explains the technical support policies for registered users of software developed by Database Creations, Inc.

Because of the significant costs of development, marketing, and support and in order to keep the price of our software as low as possible, we have designed a variety of support plans for you to choose from. Of course, if you report a problem



for a supported product that we can recreate with the shipping version of our software, there is never a charge to fix it.

## Free Support Options

The following free support options are available:

- ▶ View our KnowledgeBase for solutions to questions/problems
- ▶ View information on the latest product releases
- ▶ Visit our User Forum to ask questions about using our products
- ▶ Email [support@databasecreations.com](mailto:support@databasecreations.com)

## Programming Support

Many of our customers want our technicians and developers to help them customize our products to meet their specific needs.

We can perform the custom changes for you or, if you have development experience we can help you, someone on your staff, or your consultant with design or programming questions.

- ▶ Programming Assistance—\$95/hr, 1 hour minimum
- ▶ Programming—\$95/hr, 3 hour minimum - per contract

## Products Supported

Products supported by this plan are limited to active products developed by Database Creations, Inc. This plan does not provide support for retired products or products developed or manufactured by third parties. Supported products may change as new products are introduced and older products are retired. Please visit our website or contact us for current support information and pricing.

## Technical Support Plans



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databasecreations, Inc.

# Technical Support Plans



## Getting Started Plan

Our Getting Started support plan is designed for companies using our software for the first time. When you purchase a copy of one of our products we will provide you with \$200 worth of **Free** support to help you get started. Six, up to 15-minute incidents are provided with this plan which can be used up to one year from the purchase date.

The Getting Started support plan gives you:

- ▶ 6 free, up to 15 minute support incidents that can be used anytime within the first 1 year of purchase. These incidents can be used to answer questions concerning installation, setup and usage of our products
- ▶ Phone, Email and Fax support available during normal business hours
- ▶ Support calls are generally answered within one business day, although most calls can be answered the same day

## Standard Support Plans

Standard support plans are available for users who have used up the incidents in their Getting Started plan and require additional support. Support plans expire one year from the date of purchase.

**Single Incident**-\$35/1<sup>st</sup> 15 minutes, \$25 each additional 15 minute increment

**Five Incident Plan**-\$149 for five 15 minute incidents

**Ten Incident Plan**-\$275 for ten 15 minute incidents

Standard Support Plan features include:

- ▶ Phone, Email and Fax support available during normal business hours
- ▶ Support calls are generally answered within one business day

## Priority Support Plans

Priority support plans are available for users who require additional support with more immediate assistance. Support plans expire one year from the date of purchase.

**Single Incident**-\$125/hr - 1 hr min.

**Five Incident Plan**-\$595

**Ten Incident Plan**-\$995

Priority Support Plan features include:

- ▶ Priority phone support provides contact with a technician within 2 hours of your call. Available during normal business hours

You can purchase as many additional incidents as you need.

All paid support plans and incidents are pre-paid via check or credit card (MasterCard, Visa, American Express, or Discover). Paid support plans are non-refundable, non-returnable.