



SofterWare Full Support Program

Our full support program is an ongoing support and services contract which provides **EZ-CARE2** and **EZ-CAMP2** clients with the following benefits:

Periodic Updates & Enhancements: SofterWare is continually improving your software. The improvements come from our clients' comments and suggestions; they are released once a year and are sent at no additional charge to our Full Support clients. In addition to improving existing features, the enhancements always include new technologies that make the system faster, more efficient, and easier to use.

Hotline Support: Phone support is available at no charge to all FULL SUPPORT clients. In client surveys, our support department consistently receives the highest ratings and praise. Normal support hours are 8:30am - 7:30pm EST.

Newsletters: *SofterWare World* is an eight-page newsletter that is sent to all Full Support clients. The newsletter includes information on upcoming enhancements, training class schedules, seasonal procedures, as well as tips and techniques that help you get the most from your software.

User Meetings: Scheduled during several of the major conferences we attend, these meetings provide a forum for you to meet with SofterWare staff and other users, discuss topics of mutual interest, exchange ideas for new system features, and learn how other users like you are using their computers to full advantage.

Training Seminars: SofterWare conducts training seminars around the country, to help new and experienced users get the most out of their systems. Although there is a modest cost for attending these classes, they are only available to clients who subscribe to the Support Program.

Discounted Software: Each SofterWare newsletter contains a promotion on a software tool or utility program of value to our clients. Discount promotions are available only to users who subscribe to the Support program.

Call The President Hotline: Full Support clients can call a toll-free 800# to provide feedback directly to the company president. SofterWare is committed to encouraging and responding to our clients' needs as proactively as possible. This "Electronic Suggestion Box" represents that commitment, and gives clients an opportunity to voice their concerns candidly.

FAX Support: SofterWare maintains a dedicated FAX line that allows users to fax questions and examples of problems to our support staff. Technical Support staff members will promptly review these faxes, and fax or call back the appropriate solution.

Extended Warranty: Corrections of any software problems will be made promptly and without charge.

*Purchase of any product from us entitles you automatically to full support of that product for 90 days. Thereafter, you may renew full support annually at an annual fee based on the modules purchased. **If full support is not taken initially or renewed on expiration, a reinstatement fee will be applied.***



Additional Support Programs

In addition to all of the benefits included in the Full Support program, you have the option of using our *Enhanced Support* or *Premium Support*, which include the following features:

Enhanced Support

*In addition to all Full Support benefits, **Enhanced Support** includes the following:*

- ★ **800# Support:** Participants in our **Enhanced Support** program are able to call for Technical Support through a dedicated toll-free 800#.
- ★ **Modem Support:** Modem support is provided with the cost of the call paid by SofterWare.
- ★ **800# FAX Support:** Faxes can be sent to SofterWare via an 800#, providing an excellent way to send us a description of your problem. This line is available 24 hours a day. During normal working hours (8:30am-7:30pm EST Monday-Friday) your FAX will receive priority attention.
- ★ **Emergency Phone Interrupt:** When all lines are occupied, you are able to activate a special emergency line where someone will talk to you immediately or return your call within minutes.
- ★ **Pre-release Enhancements:** SofterWare's enhancements are based on suggestions from users. As we implement these enhancements, they are made available on a limited basis to clients who help us evaluate them and make suggestions for further refinements based on their needs.
- ★ **Customized Revisions:** SofterWare will modify (at no cost) certain customized components of your system, such as custom attendance sheets, formulas, and data entry screens. There is an hourly charge for these services to clients who do not participate in the *Enhanced Support*.
- ★ **Guaranteed Response Time:** Enhanced Support clients can expect that their calls will be returned within three hours or less.

Premium Support

*In addition to all Enhanced Support benefits, **Premium Support** includes the following:*

- ★ **Third Party Software Support:** SofterWare will provide limited support for non-SofterWare products such as DOS, Windows™, Word Processors, Desktop Publishing, certain network operating systems, etc. Although we cannot guarantee complete familiarity with all hardware and software products, our experience is often extensive enough to provide help in areas where your local consultant, technical expert, etc., is not as experienced or as readily available.
- ★ **Advanced Technical Support:** **Premium Support** participants have special priority access to Advanced Technical support staff.
- ★ **24 hour/7 day week Support:** User support is available on a round-the-clock basis seven days a week, including the use of pagers when necessary. When calling for support outside our normal extended hours (8:30am - 7:30pm Monday through Friday) you can identify your call as urgent and our phone system will automatically contact the support representative on duty so they can respond to your call.
- ★ **Guaranteed Response Time:** **Premium Support** clients' calls are returned within one hour or less.