



Annual Software Support Options

	No Annual Support Agreement	Basic Care Agreement	Essential Care Agreement	* Premier Care Agreement (\$3,000 Min.)
Knowledge Base (Access for Videos and Self Help)	Not Available	Included	Included	Included
Support Available via Email (using Support@timetrak.com)	Minimum \$200 or 2% of SW Value	Included	Included	Included
Phone Support (work with a rep via phone and online)	Minimum \$200 or 2% of SW Value	** Minimum \$200 or 2% of SW Value	Included	Included
Updates (to new revisions within the Edition owned)	Minimum \$200 or 2% of SW Value	Minimum \$200 or 2% of SW Value	Included	Included
Implementation Labor Costs for Re-Installs/Server Moves	\$200	\$200	\$200	Included
Upgrades (to new Editions as they are released)	Varies by System	Varies by System	Varies by System	***Included
Implementation Labor Costs for Upgrades to New Editions	\$800 Minimum	\$800 Minimum	\$800 Minimum	Included
Emergency 24/7/365 Support (2 Free Uses/Yr with Premier)	\$600 Min. Each (\$150 / Hour)	\$600 Min. Each (\$150 / Hour)	\$600 Min. Each (\$150 / Hour)	Included
Priority Support and Placement in the Support Queue	Not Available	Not Available	**** Not Available	Included

* Customers must be on a current fully supported Edition of TimeTrak to select Premier Care.

** TimeTrak may opt to provide free phone support at our discretion.

*** Free Upgrade does not include Employee Upgrades or addition of Modules not licensed.

**** TimeTrak may opt to prioritize customer emergency support requests at our discretion.

Revised 11/11/16