Annual Software Support Options

	No Annual Support Agreement	Basic Care Agreement	Essential (Legacy) Care Agreement	*1 Premier Care Agreement ($3,000 Min.)	TimeTrak in the Cloud (Hosted)
Knowledge Base (Access for Videos and Self Help)	Not Available	Included	Included	Included	Included
Support Available via Email (using Support@timetrak.com)	Minimum $200 or 2% of SW Value	Included	Included	Included	Included
Phone/Online Support (work with a rep via phone and online)	Minimum $200 or 2% of SW Value	*2 Minimum $200 or 2% of SW Value	Included	Included	Included
Free Training (Reinforcement & Minor Setup Changes)	Not Available	Not Available	Included	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	Included
Upgrades (to new Editions as they are released)	Varies by System	Varies by System	Varies by System	*3 Included	Included
Implementation Labor Costs for Re-Installs/Server Moves	$200	$200	$200	Included	Not Applicable
Implementation Labor Costs for Upgrades to New Editions	$800 Minimum	$800 Minimum	$800 Minimum	Included	Not Applicable
Priority Support and Placement in the Support Queue	Not Available	Not Available	*4 Not Available	Included	*4 Not Available
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	$600 Min. Each ($150 / Hour)
Hosted Emergency 24/7/365 (to Report after Hours Outages)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Included
Paid Training/Setup (for New Users or Major System Changes)	Varies by Needs	Varies by Needs	Varies by Needs	Varies by Needs	Varies by Needs

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

***2** When deemed beneficial by TimeTrak, we may opt to provide free phone/online support at our discretion.

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

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