

A Simple Solution for a Complex Process



Maintenance Options

General Maintenance

- Support Hours are Monday through Friday, 9:00 to 5:00 EST.
- Thirty days of installation support by email only from the date of the first email.
- Product updates within the same Version, Release level when available.

Standard Edition Maintenance

Bronze Maintenance Plan

- Includes five (5) incidents of support by telephone to be used two years after purchase
- This maintenance package must be prepaid
- If the issue is a real TFG problem or an installation issue within the thirty days from the first contact, the customer is not charged for a paid incident
- Unlimited email support
- The initial response to emails may take up to three business days
- Cost - \$125 for 5 incidents

Professional Edition Maintenance

Bronze Support Plan

- Includes five (5) incidents of support by telephone to be used two years after purchase
- This support package must be prepaid
- If the issue is a real TFG problem or an installation issue within the thirty days from the first contact, the customer is not charged for a paid incident
- Unlimited email support
- The initial response to emails may take up to three business days
- Cost - \$125 for 5 incidents

Manage your Business, *not* your business software

Visit us on the web at www.TFG4000.com for more information.

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Professional Edition, continued

Silver Maintenance Plan

- Includes one year of unlimited telephone support
- Unlimited email support
- May take up to two business days for initial response to emails
- Receive discounts on product purchases after five (5) licenses
- The discount will be based on the total number of licenses you have purchased
- Cost - 20 percent of the current product cost of the total number of user licenses you have purchased

Gold Maintenance Plan

- Includes one year of unlimited telephone support
- Unlimited email support
- One business day for initial response to emails
- Receive discounts on product purchases after five (5) licenses
- The discount will be based on the total number of licenses you have purchased
- Fee based upgrades and new product versions included at no additional cost
- Cost - 40 percent of the current product cost of the total number of user licenses you have purchased



For additional information on maintenance plans, contact your sales representative.

TFG

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