

UPDATED 12/23/2015



**SUPPORT AGREEMENT  
POLICY**

## SUPPORT AGREEMENT POLICY

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### RENEWALS

Customers will be contacted by inside sales within 30-days of the expiration of their GigaTrak Support Agreement. Agreements renewed within 90-days following the expiration of their agreement will be charged standard rates based on the following scale:

- 1-Year Renewal: 18% of Licensing Cost
- 2-Year Renewal: 30% of Licensing Cost
- 3-Year Renewal: 40% of Licensing Cost

For customers with 10+ users, the licensing cost will cap at the cost of support renewal for 10 users.

Renewal requests more than 90-days beyond the end of their prior agreement can be quoted an additional \$150.00 on top of the renewal cost. This discretionary charge covers the added cost for support to create and issue a new update to the most current version of the software. This additional fee is up to the discretion of the support staff and will depend on the current version of software.

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### WHAT'S INCLUDED IN THE AGREEMENT?

With the purchase of the support agreement, customers receive unlimited support Monday-Friday, 9:00AM-5:00PM CST as well as any and all application updates during the support agreement.

Covered by Support:

- General Questions
- Installation Assistance
- Handheld Function Questions
- System Updates
- Error Messages/Bug Fixes

Not Covered by Support:

- Database Conversion
- Custom Reports

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### ADDITIONAL TRAINING REQUESTS

Should a customer request additional training after the complimentary training course is completed, training will be quoted at \$150.00 for TTS/ATS Basic Editions, and \$250.00 for other TTS/ATS Editions and all other applications. Specialty and onsite training will be quoted separately by request.

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### COLLECTION OF SUPPORT PAYMENTS

Additional Support can be purchased by contacting our sales team via e-mail [sales@gigatrak.com](mailto:sales@gigatrak.com) or by calling 262-657-5500.