



Support Contract

At Barcode Technology Solutions we strive to design and install quality systems that will enhance the quality and performance of your operations. We are committed to providing software products that are bug free that will meet and often exceed your expectations.

We offer ninety days of standard technical support with every system purchased from Barcode Technology Solutions, or from one of our authorized resellers. During this time we will answer any questions and assist you in solving any problems you have encountered with your warehouse management or data collection solution. We will diagnose and fix "bugs" in our products free of charge for the life of the product.

Barcode Technology Solutions offers three support contract options to help you with your individual operational needs. What happens if you encounter a new production scenario during your second shift and the operators don't know how to handle the situation? **The answer is Barcode Technology Solutions telephone support contracts.**

Support contracts guarantee that a technician will be just a telephone call away to help your production operators out of their jam without the hassle of issuing a purchase order. There are three different support contracts to fit your company's production schedule. Production downtime can be expensive, so protect your company's profits by investing in a Barcode Technology Solutions Telephone Support Contract today!

Barcode Technologies Premier - 70% of License Fee per Year

- Telephone support is available 24 hours a day, 7 days a week, even holidays².
- You will be provided with the number of our technical support hotline. If a technician is not available, you will be provided with a pager number. A technician will return your telephone call in two hours or less between the hours of 7:00am and 7:00pm¹ Monday- Friday, within 4 hours outside of these hours and holidays.

Barcode Technologies Extended Standard - 25% of License Fee Per Year

- Telephone support is available 7:00am to 7:00pm Monday - Friday¹, holidays excluded². Any calls made outside of these hours will be billed at \$100.00 per hour.
- You will be provided with the number of our technical support hotline. If a technician is not available, leave a message. A technician will return your telephone call in four hours or less.

Barcode Technologies Standard Support - 15% of License Fee Per Year

- Only available to companies that have an in-house Information Technology (IT) department. Calls will only be accepted from designated IT professionals only.
- Telephone support is available 8:00am to 6:00pm¹ Monday - Friday. Holidays excluded². Any calls made outside of these hours will be billed at \$100.00 per hour.
- You will be provided with the number of our technical support hotline. If a technician is not available, leave a message. A technician will return your telephone call in four hours or less.

Barcode Technology Solutions provides standard technical support for all of our products for \$100.00 per hour, 8:00am to 5:00pm¹ Monday through Friday.

¹ All times listed are Central Standard Time.

² Holidays include: New Years Eve (5:00pm - Midnight), New Years Day, Good Friday, Easter, Memorial Day and preceding weekend, July 4th, Labor Day and preceding weekend, Thanksgiving Day, and Christmas Day.