

# Annual Support Contracts for Sage MAS 90 and MAS 200 Software

## Includes:

- Support for all versions of MAS 90 and MAS 200
- Provide information on program functionality and use of the system
- Error message troubleshooting
- Database repair and administration
- Product activation issues
- Provide assistance in determining whether an issue is program, database or environment related
- Remote assistance connections
- Suggest other products and services to fulfill an identified business need
- Minor form "tweaks" for alignment/position issues
- Free instructions on how to run year end and install payroll tax updates
- Phone Support
- Remote login support
- Email support
- Guaranteed One Hour Response
- Semi-Annual onsite MAS90 Wellness Review tm
- Monthly MAS90 Wellness Reports tm

## Payment Options:

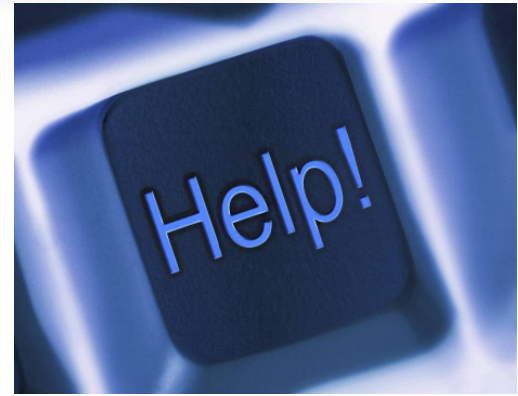
- Pay by check for the year in advance
- Pay monthly by credit card

## Generally Does Not Include:

- Onsite Support
- User Training
- Form Design
- Custom Report writing or updating
- Enhancements & Programming
- EDI Support & Troubleshooting
- Assistance with network troubleshooting and support
- Documenting your installation
- Installation of products, upgrades and service packs

## Benefits of being on a support contract:

- Guaranteed response time
- No billing by the hour
- Unlimited number of issues throughout the year
- Monthly "Wellness Reports" that proactively communicate danger signs
- UNLIMITED email and Telephone Support
- Staffed by experienced and certified analysts and consultants
- Includes ALL remote connection fees
- Priority status of all your calls or emails
- Eliminates concern over the "clock ticking" when support is needed
- Discounts for prepaid multiple year agreements
- Only pay for modules you own – no "one price fits all" contracts
- Optional coverage for selected third party and add-on product
- No additional fees based on the number of licenses or seats you own
- Coverage during all regular business hours (Pacific Time)



How can we help you?

## How it Works

You simply sign up for and pay for the support period that best fits your needs (minimum one year). Discounts apply for prepaid multiple year contracts. Our requirements are:

- FBSG is your reseller of record with Sage
- You are the registered owner of the software
- Each agreement covers one location
- Each agreement covers a minimum of one year
- Your support contract automatically renews each year. You'll receive an invoice approximately 30 days in advance of your renewal date. Fees may increase, however you may lock in your rate by taking advantage of a multi-year prepaid contract. All payments are due in advance of your renewal date to ensure your contract remains active.



Authorized Partner