

Faye Business Systems Group, Inc
Sage MAS 90 Maintenance & Support Plans

June 2010

SERVICE DESCRIPTION	MAINTENANCE PLAN	MAINTENANCE PLUS PLAN	SILVER PLAN	SILVER PLUS PLAN	GOLD PLAN
Discounts on additional modules and licenses					15%
Upgrades and Enhancements	YES	YES	YES	YES	YES
Tax Table Updates (Payroll Module)	YES	YES	YES	YES	YES
Telephone and E-mail Support	Purchase per case	Purchase per case	Unlimited	Unlimited	Unlimited
Online Support Knowledge System	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Priority Access to a Support Analyst					YES
Classroom Training Discount (Irvine, CA)					15%
Forms Discount	20%	20%	25%	25%	25%
Anytime Learning		YES		YES	YES
Monthly Payment Options	YES	YES	YES	YES	YES
Cost	Determined by modules/user licenses owned	BASIC COST + 20% premium	BASIC COST plus \$1500	SILVER COST plus 15% premium	BASIC COST plus \$2400

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Notes:

1. All Sage MAS 90 and Sage MAS 200 products require a maintenance or support program for the first year.
2. All products and services above are provided directly from Sage Software Client Care. Contact FBSG for additional details about these services or for additional information about FBSG-provided services (not included above).