



Service Plans **Upgrades** and Pricing **Support** Procedures

Service Plan Includes access to the ArborGold support site, where users can generate key codes and download updates and upgrades, as well as obtain access to the latest user manuals and help videos.

This Service Plan also includes unlimited user support delivered via remote assistance, email, chat, and telephone.

User Support includes the following:

- Answering and resolving questions relating to the use of ArborGold (including ArborGold's integration with MapPoint and QuickBooks),
- Assistance in upgrading and updating the software
- Assistance with installing the software and connecting to the data file on new computers
- Up to once a year for each licensed computer; however, this does not extend to SQL users.* Any additional installations will

be billed at the rate of \$75.00 an hour.

- The repair of a corrupted database once per year. Any additional repairing of databases will be billed at the rate of \$75.00 an hour.
- Users on the Service Plan are also eligible to attend ArborGold Webinar Classes at a reduced rate.

The Service Plan does NOT include the following:

- Network set-up and configuration (if on a network, the work station needs to be on the same workgroup or domain as—and have full read/write permissions for—the ArborGold folder on the Server)
- Configuration of email accounts
- Printer driver installation and configuration
- The use of other software programs, such as MS Word, Excel, Access, QuickBooks, and MapPoint, excluding the functionality of

ArborGold's integration with QuickBooks and MapPoint

- Customizing reports
- Database manipulation and programming
- Merging of data

Note: Assistance with any of the above will be billed at the rate of \$75.00 an hour for customers on a Service Plan.

HOW SUPPORT IS HANDLED

Customers on a Service Plan have top priority. Further priority is determined based the severity of the problem.

Severity 1 — An issue that impacts the use of the Software. For example, an error causing a core feature of the Software to be unusable and for which no work-around is available.

Severity 2 — An issue that arises when a major feature is operational but unstable or unreliable. This type of error would not halt the use of the Software.



Service Support Upgrades

Severity 3 — An issue that results when, although a major feature is operational, a minor feature (Subsystem feature) does not function, and a work-around is available. This type of error would not halt the use of the Software.

Severity 4 — Enhancements or defects that are targeted for updates, but they do not result in the loss of the

functionality in a major feature of the Software.

While most support questions and issues will be dealt with immediately upon being received, all users can be assured that an initial response of all support issues will be made within 4 business hours of the reported issue.

This acknowledgement of the issue may take the form of a

returned phone call or the issuance of a support ticket. We are sensitive to the fact that some support issues may require immediate attention; therefore, we have implemented a chart consisting of graduated levels of response based on the severity of the issue at hand.

Below is a general timeline that can be used when dealing with any support issue.

Severity Definition	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response	4 Business Hours	4 Business Hours	4 Business Hours	4 Business Hours
Problem Definition	24 Business Hours	24 Business Hours	7 Business Days	14 Business Days
Problem Isolation by Engineering	2 Business Days	2 Weeks	6 Weeks	On Known Problem List
Availability	7 Business Days	Next Update Cycle	Next Maintenance Release	As Available

HOURS OF SUPPORT

Live support is available Monday thru Friday from 9:00 a.m. to 5:00 p.m. EST.

Every effort will be made to address issues and questions

immediately as the support calls are received by our support team. However, during periods of heavy call traffic, some overflow may occur. When they cannot reach a person right away,

users are urged to leave a voice message stating their company name, followed by a description of the problem.

We will respond to messages within four business hours,



Service Support Upgrades

except that problems or questions reported after 3:00 p.m. will receive a response by noon on the next business day.

Any business day after-hours messages or weekend questions will receive an initial response by noon the following business day and will be prioritized according to the severity of the problem.

Current Service Plan Pricing

The discounted Service Plan is \$395.00 a year, plus \$125.00 per client/synch license, provided the Service Plan is renewed within 30 days of the expiration date of Service.

Reinstatement of a Service Plan after the expiration date is \$495.00 a year plus \$150.00 per client/synch license.

Current Upgrade Pricing without a Service Plan

You must have the current

version of the Software to be eligible to purchase a Service Plan.

If you are **one version** behind the current version available, the cost to upgrade to the current version will be \$195.00 plus \$50 per client/synch license.

If you are **two versions** behind, the cost to upgrade will be \$390.00 plus \$100 per client/synch license.

If you are **three versions** behind the current version, the cost to upgrade will be \$780.00 plus \$200 per client/synch license, etc.

However, the cost to upgrade will never exceed the current selling price of the software. Free support is not included in the upgrade price; however there is not an additional charge for help installing an

upgrade, and making sure that your data is upgraded properly. Users with the current version of the software that do not have a Service Plan may report bugs to support@treemanagement.net, and are eligible for FREE updates to the current version.

Current Support Pricing for Users without a Service Plan

Per hour support charges are less for users with the current version of the software at the rate of \$75.00/hour. Per hour support charges for users not using the current version of the software are charged at the rate of \$120.00/hour.

Support Options

Call: support department at 812-876-7664 ext. 3 Email: support@treemanagement.net Initiate: Chat or Create a Support Ticket from the Help menu in ArborGold ■

