

# TFB SUPPORT

## TFB Maintenance Coverage

TFB offers support of packaged applications and integration software, providing significant benefits to our users. Users in good standing are entitled to the following benefits,

### Support Benefits

	With Maintenance	No Maintenance
• <b>Support Availability</b>	24 X 7 X 365	Business Hours
• <b>Goal / Maximum Response Time</b>	2 hrs / 4 hrs	2 hrs / 8 hrs
• <b>Feature Enhancement and Version Upgrades</b>	No additional charge	\$4,500 flat fee + maintenance fee
• <b>Remote Troubleshooting</b>	No additional charge	\$150/hr, 4hr min.*
• <b>Bug Fixes</b>	No additional charge	\$150/hr, 4hr min.*
• <b>Configuration Assistance via Phone</b>	No additional charge	\$150/hr, 4hr min.*
• <b>Support for mandated upgrades to OS</b>	No additional charge	\$150/hr, 4hr min.*
• <b>Simple Moves, Adds, Changes</b>	No additional charge	\$150/hr, 4hr min.*
• <b>Extensive Moves, Adds, Changes</b>	Per Evaluation	\$150/hr, 4hr min.*

\*IMPORTANT NOTE – These items potentially require a full software upgrade before they can be performed. The software upgrade is free to users with a current maintenance agreement. Users not under maintenance are charged a flat \$4,500 upgrade fee plus time and materials.

### What if I opt NOT to renew maintenance coverage?

The pace of technology evolution puts a premium on keeping all systems up to par with current standards. Systems that fall behind have the potential require costly upgrades to correct problems, add features, or ensure compatibility with upgrades to phone and data systems.

TFB strives to support all users in a prompt and courteous manner. Users not under maintenance can often be supported on a time and materials basis, with a 4-hour minimum charge for each incident. However, should a version upgrade be required to address a service issue, users requiring out of warranty support are subject to a \$4,500 system upgrade fee prior to receiving support services. Users under maintenance receive system upgrades free of charge.

### More Information

To download a copy of TFB's standard warranty, go to [http://www.tfbc.com/Sup\\_SandM2.htm](http://www.tfbc.com/Sup_SandM2.htm)  
For questions about Professional Services rates, please contact your TFB sales representative or call us at 310-491-3800.



"We Open Systems."

1112 Ocean Drive, Suite 202  
Manhattan Beach, CA 90266  
Ph 310. 491-3813  
Fx 310. 372-5486