

Microsoft Business Solutions Retail Management System MAINTENANCE AND SUPPORT

As a retail business, it is essential your point-of-sale system works smoothly. That is why Microsoft Business Solutions provides you with three levels of service to complement the services provided by your local partner:

- **Annual Maintenance Plan.** Keep your system up-to-date and access productivity-boosting resources with this optional purchase.
- **Flex Support.** Have peace of mind knowing you have the option to purchase technical assistance as you need it.
- **No-Charge Support and Maintenance.** Receive the assistance you need to meet your most critical business needs.

If you encounter an emergency and are unable to record sales, as a Microsoft® Retail Management System customer using the latest version of the software, you receive business-critical support at no charge during our business hours.* No-charge support also covers questions about confirmed software quality problems. And you receive critical security fixes, which address virus vulnerabilities, at no charge.

By combining the Annual Maintenance Plan and Flex Support in addition to these services included at no charge with your license purchase, you have a combination that helps you realize the full potential of the Microsoft Retail Management System.

Microsoft Retail Management System Annual Maintenance Plan BENEFITS

The Annual Maintenance Plan complements the services included with your license purchase by helping you keep your system current and providing your users with productivity-boosting resources.

STAY UP-TO-DATE WITH THE MOST CURRENT SOLUTION

- Receive major version releases and minor updates.
- Receive service packs and fixes.

ACCESS ONLINE RESOURCES FOR INCREASED EFFICIENCY

Access CustomerSource, our award-winning site for customers. CustomerSource helps you:

- Improve productivity, thanks to access to the Knowledge Base, how-to articles, and additional self-support resources for answers to common questions.
- Save time by using reports and receipt templates from the Microsoft Retail Management System Reports Library.
- Influence the future of the Microsoft Retail Management System by participating in the Product Advisory Board Survey or using our online product suggestions tool.
- Receive technical knowledge and practical tips by participating in Managed Newsgroups, where you can post your questions and respond to other users' questions. If the community does not answer your question within two business days, Microsoft Support will respond.

INCREASE YOUR KNOWLEDGE WITH MAINTENANCE PLAN—TRAINING

Microsoft Business Solutions online training is designed to help your users become more comfortable with your point-of-sale solution and take full advantage of its features. Online training can be a valuable prerequisite or complement to your local partner's customized training.

- Use your two named-user subscriptions to the Microsoft Retail Management System tutorial to train your employees in a structured and thorough way.

RECEIVE EXTENDED SUPPORT HOURS

By enrolling in the Annual Maintenance Plan, you extend your technical support availability beyond regular business hours to 24x6 coverage. You have the security of being able to contact

Microsoft Business Solutions Support from 2 p.m. Sundays until 2 p.m. Saturdays (Central Standard Time) (*U.S. and Canada only*). These extended hours apply to the:

- Business-critical support you receive at no charge*
- Flex Support you purchase for noncritical issues.

PRICING INFORMATION

The Microsoft Retail Management System Annual Maintenance Plan is 18% of the applicable price of your software at the time of purchase.**

Microsoft Retail Management System Flex Support

All Microsoft Retail Management System customers have the ability to purchase Flex Support for noncritical technical support assistance. Customers enrolled in an Annual Maintenance Plan receive a discount on Flex Support.

FLEX SUPPORT OFFERS TWO OPTIONS TO FIT YOUR SUPPORT NEEDS:

- Flex Per-Incident Support enables you to purchase one support incident with an eight-business-hour response time on an as-needed basis.
- Flex 5-Pack Support gives you five support incidents with a three-hour guaranteed response time—giving you the cost savings and added convenience of paying in advance. Flex 5-Pack Support incidents expire one year from the date of purchase.

WITH FLEX SUPPORT, YOU WILL:

- Use a support line dedicated to customers using Microsoft Business Solutions' small business products—1-888-400-4266—and spend less time trying to get to the right person (*U.S. and Canada only*).
- Receive a live response within seven minutes of calling, reducing the amount of time spent waiting on hold!†
- Work with a single case owner to help minimize the number of people working on your issue!††

For information on Flex Support pricing, please contact your local partner.

FOR MORE INFORMATION ABOUT MICROSOFT BUSINESS SOLUTIONS SERVICE PLANS, GO TO WWW.MICROSOFT.COM/BUSINESSSOLUTIONS/CUSTOMERSOURCE.ASPX

*Business-critical support is available at no charge when it meets the Microsoft Business Solutions definition of business critical and when customers are using the latest version of the software. After-hours support requests must be submitted via CustomerSource.

**The Annual Maintenance Plan will be priced at a higher rate when a customer is purchasing a service plan for the first time after their first year or when they want to reinstate an expired plan. The price will be 27% when purchasing for the first time 1–90 days after their first anniversary, 32% if purchasing 91–365 days after their first anniversary, and 37% if purchasing after their second anniversary. If the customer has enrolled in a plan and then lapses, the re-enrollment price is 27% if lapsed for 1–90 days, 32% if lapsed for 91–365 days, and 37% if lapsed for over a year.

† Customers' support requests will be answered by a message center within seven minutes.

†† Single-case ownership cannot be guaranteed for issues spanning multiple days.

Microsoft Business Solutions services are not refundable and prices are subject to change without notice. The most recent enrollment benefits will be delivered upon renewal.

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