

Total Register Systems Annual Service Plan Options

SUPPORT SERVICES	Premium	Standard	Basic	Notes
FREE Phone support	24/7	9am to 8pm (M-F)	9am to 5pm (M-F)	Support provided to trained personnel
50% Discount on After Hours Emergency Phone Support	N/A (FREE)	Included	Not Included	After Hours Emergency Support fee = \$180/hour
Remote Interactive Support (via Remote Control Software)	Included	Included	Included	Expedites problem solving
FREE Off-site Training Classes	Included for up to 4 staff members	Included for 2 staff members	Not Included	Two hour training class = \$150/person
Software Maintenance updates	Included	Included	Included	Typically 2 to 3 updates/year
On-Site support	24/7	9am to 5pm	Not Included	hourly rate applies if not included
FREE Travel Time	Within 25 mi. of TRS	Within 25 mi. of TRS	Not Included	
New report formats	Included	Included	Not Included	3 to 5 issued every year
RMMonitor Remote Access	Included	Included	Not Included	RMMonitor allows users to access real-time sales and labor reports from an iPhone or other mobile device
Periodic Onsite Preventive Maintenance	Included	Included	Not Included	2 visits per year. See Preventive Maintenance document for details.
Equipment Repair (Labor)	Included	25% Discount	Not Included	
Equipment Repair (Parts)	Included	Not Included	Not Included	
Equipment Loaners	Included	Not Included	Not Included	
Software Version upgrades	Software & 6 hours* Installation Included	Software Included, Installation billed separately	20% off software upgrades	A new version is released approximately every 18 months
Add-On Discounts	20% discount on new software modules	Not Included	Installation not included	In calendar years when ASI does NOT release a new version upgrade, Premium Plan subscribers receive 1 FREE Add-on Module
ANNUAL FEE	TBD per # of stations	\$1,600	\$600	

Hourly Service Plan Options

(available only in 4 hour blocks covering up to 8 half hour incidents)

SUPPORT SERVICES	Gold	Silver	Notes
Phone support	24/7	9am to 5pm (M-F)	Support provided to trained personnel
Remote Interactive Support (via Remote Control Software)	24/7	9am to 5pm (M-F)	Expedites problem solving
Software Maintenance updates	Included	\$25 surcharge	Typically 2 to 3 updates/year
On-Site support	Included	Not Included	hourly rate applies if not included
FREE Travel Time	Within 25 mi. of TRS	Not Included	
RMMonitor Remote Access	Included	Not Included	access real-time reports from iPhone or other mobile device
Equipment Repair (Labor)	25% Discount	Not Included	
Equipment Repair (Parts)	Not Included	Not Included	
Equipment Loaners	Included	Not Included	
Hourly Fee	\$120	\$60	