Keystroke Point Of Sale   **Keystroke** Advanced POS

SOFTWARE MAINTENANCE SERVICE PLANS

Many small businesses choose Keystroke POS software because of the reputation SBS has earned by delivering prompt and effective tech-support services and by being responsive to the needs of our customers for over 30 years. To us this is a simple policy – we answer the phone when it rings. We don't use a fancy call management system to filter or stage calls. And on the occassion we are busy and can't assist you immediately, we'll return your call within minutes instead of hours (during business hours of course).

All Keystroke service plans include continuous access to software updates. We're regularly working to improve the software, and we're not tied to a marketing schedule to sell you a major update every year. We also work closely with Authorized Keystroke POS Dealers who can offer even more personalized services, typically including on-site and off-hours support.

Annual Software Maintenance Plans

	List Price	Renewal Price*
Updates Plus	**$795**/year	**$595**/year

Includes software updates and 3 Support Cases per year. This plan is recommended primarily for technically savvy users, businesses with an internal IT person, or businesses working closely with a local Authorized Dealer who is readily available to resolve most issues.

	List Price	Renewal Price*
Silver Support	**$895**/year	**$695**/year

Includes software updates and 12 Support Cases per year. This is the best value plan for most customers. If you are relatively familiar with Keystroke, yet need a secondary source for assistance when your local dealer is not available, then this is the plan for you.

	List Price	Renewal Price*
Gold Support	**$1195**/year	**$995**/year

The Gold Support plan includes software updates and an unlimited number of Support Cases per year. This plan is an excellent value for high volume businesses utilizing multiple POS workstations or any business that relies heavily on Keystroke's advanced capabilities such as complex transaction Scripts, tax or price tables, or business extensions such as Accounting Link or Digital Sign Controller.

	List Price	Renewal Price*
Gold MultiStore Support – For primary location.	**$1995**/year	**$1795**/year
+ Per Site Fee – Required for each additional location.	**$600**/year	**$400**/year

The Gold MultiStore Support plan is intended for multi-location businesses that utilize Keystroke's powerful MultiStore tools to perform nightly or intraday data polling, centralized ordering, and multi-location reporting. This plan includes software updates for all licensed locations, and unlimited support calls placed by a single pre-designated system manager or "contact person" who oversees the system and assists staff with day-to-day issues at all stores. This is the only plan that covers MultiStore-related issues.

> ***Renewal Prices** are applicable when maintaining continuous gap-free plan coverage from year to year. You can lock in these prices year to year by setting up automatic recurring billing on a payment card. To set up recurring billing, speak to your Authorized Keystroke Dealer or a Keystroke support representative at 800-275-4727.

Monthly Maintenance Plans

	List Price	Direct Payment Integration Price*

Monthly Maintenance Plans are payable by payment card via automated recurring billing. Initiating a monthly plan with either SBS or an Authorized Keystroke POS Dealer indicates your agreement to subscribe to a minimum of 12 months, after which you may cancel at any time.

	List Price	Direct Payment Integration Price*
Silver Monthly Support	**$75**/month	**$50**/month

Compare to Silver Support Annual plan with the added convenience of automatic monthly billing.

	List Price	Direct Payment Integration Price*
Platinum Monthly Support	**$95**/month	**$70**/month

Compare to Gold Support Annual plan with the added convenience of automatic monthly billing.

> ***Direct Payment Integration Prices** are applicable when using an acquiring account with a qualified EMV terminal using Direct Payment Integration. If you have questions, please speak with your Authorized Keystroke POS Dealer or Keystroke support.

THE CLEAR CHOICE IN RETAIL AUTOMATION

SBS Technical Support Facts & Tips

How do I obtain technical support and software updates?

For technical support, call **SBS** at **800-275-4727**. SBS business hours are 8:00am - 6:00pm Mountain time, Monday-Friday, except holidays.
To update your software, use the **Keystroke Update Installer** located in the Keystroke POS program group. Of course, whenever you have questions or when updating your system it's always a good idea to check with your Authorized Keystroke POS Dealer to ensure everything goes smoothly.

What is a Support Case?

SBS defines a Support Case as a single issue that focuses on one aspect of Keystroke POS software (e.g., installation of an update, a question about a particular feature, or resolving an error message). Most support calls constitute a single Support Case; however, if you call with multiple issues or unrelated questions, a single phone call may constitute multiple Support Cases. On the other hand, a call may not count as a Support Case at all such as when multiple calls are required to resolve a single issue. Our support technicians document all support activity for your business in our customer service database. This information is used to track usage of Support Cases and as a tool to help us provide better support service.

What if I Need Additional Support Cases?

If you use all of your allotted Support Cases under a Updates Plus or Silver plan and need additional technical support, you have several options:

- **Contact Your Local Authorized Keystroke POS Dealer.** Depending on the nature of the issue, this may be necessary anyway.
- **Use Pay Per Call or Remote Access Support.** See below for rates and service descriptions.
- **Purchase a New Service Plan.** Select a plan more appropriate for your business' needs. Depending on the situation, we may be able to upgrade the remainder of your plan period to Gold Support or upgrade you to the Platinum Monthly Support plan.

Pay Per Call or Remote Access Support – 800-275-4727

Many technical support issues can be avoided or more easily resolved by running the latest available version of Keystroke software. Software updates are available only through Software Maintenance Service plans described on the first page of this document. For this and other reasons, including merchant requirements mandated by the major card brands (Visa®, Mastercard®, etc.), payment processors, and the Payment Card Industry Security Standards Council (PCI), purchasing a Keystroke Maintenance Service plan is always recommended, and may even be required to resolve some technical issues.

However, in certain cases, we may be able to assist with non-Keystroke issues (networking or OS problems) or provide one-on-one training (not covered by our standard Maintenance plans) using our Pay Per Call or Remote Access Support services. Remote Access Support service offers the convenience of an experienced Keystroke support technician connecting to your system using internet-based technology to troubleshoot, perform system maintenance, or provide training. Normal time required to establish the remote connection is billable and availability of this service is provided strictly at the discretion of the SBS support staff.

Pay Per Call / Remote Access Service rate: **Minimum $200 for up to 1 hour service**
Additional 1/10th hour increments are billed at the rate of $200 per hour.

For customers actively subscribed to a Software Maintenance plan, there is no minimum charge. Pay Per Call or Remote Access Service can be used to supplement the services of a pre-paid Maintenance plan, such as for personalized training, Remote Access to address non-Keystroke issues, or after all Support Cases of an Updates Plus or Silver Support plan have already been used.

> ### *SBS Commitment & Technical Support Limitations*
> *Our goal at SBS is to provide excellent software and services to all our customers. We promise to do our very best to provide you with friendly, honest, and reasonable guidance to resolve your questions or problems as quickly and painlessly as possible. We also work closely with Authorized Keystroke POS Dealers who are more appropriate to assist with issues external to the Keystroke software application and are not covered by our Software Maintenance plans. Our policy is to refer the following types of issues to a dealer: networking, operating systems, viruses, hard disks, installation of printers or other hardware, third-party software, and custom configurations (including MultiStore polling). Exceptions to this policy include Pay Per Call and Remote Access Support where we will give our best effort to provide training services or technical support for issues not necessarily related to Keystroke software.*
> ***SBS Hours:*** 8:00am - 6:00pm Mountain time, Monday-Friday, except holidays.
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> ### *SBS – Partnering for reliable retail solutions since 1988!*

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