Spos Yearly Service Contract Renewal Systèmes Sarotech Inc.

Updated January, 1st 2019

This letter is to inform you that your service contract has recently **expired** or will expire shortly. It is encouraged & recommended to renew the SPOS Yearly Service contract for continued support & service. While not obligatory, failure to renew this maintenance support plan will result in technical support calls to be billed at the current hourly rate of 90.00$. The minimum charge of any telephone or remote connection charge starts at 50.00$ plus taxes, without taking into account any additional service fees or hardware costs that are required to solve support issues.

Service Contract 1 year extension (Multi-User)		Bronze	Silver	Gold
Main Store	Server	$249	$585.00	$735.00
	Additional Computers	Inc	$75.00	$179.00
Additional Store	Server In Additional Store	$95	$175.00	$285.00
	Additional Store Computer	Inc	$75.00	$179.00

Service Contract 1 year extension (Single-User)	Bronze	Silver	Gold
First Store Computer	$249	$495	$735
Additional Store Computer	$95	$165	$285

Bronze Service: Only automatic updates included

Silver Service: The contract includes only issues directly related to SPOS 5.

Please note the following restrictions with this support plan:

- Installing drivers for hardware (such as printers, scanners, barcode readers, etc.) are not included.
- Malware removal (such as viruses, Trojans, worms, keyloggers, adware, spyware, etc.) is not included.
- Issues pertaining to the malfunction of hardware (e.g. printers, scanners, barcode readers, etc.) are not covered.
- Travel charges are not included.

Software updates will be available for one year (downloadable from the web only). This includes minor updates only (bug fixes, enhancements and minor feature additions only). Major updates are not included in this maintenance contract (such as going from SPOS version 5 to 6). The client can choose to do the update installations themselves or have Sarotech do them in case of a problem or lack of technical knowledge on how to perform an update. Sophisticated updates will always be performed by Sarotech.

Gold Service: The contract includes all the Silver-level services plus general operating system support, such as installing drivers pertaining to printers, setting up barcode scanners, etc. (only if the hardware in question is used by SPOS).

Please note the following restrictions with this support plan:

- Malware removal (such as viruses, Trojans, worms, keyloggers, adware, spyware, etc.) is not included.
- Issues pertaining to the malfunction of hardware (e.g. printers, scanners, barcode readers, etc.) are not covered.
- Travel charges are not included.

If the Service Contract is not renewed within one month of expiry date, a System Checkup Fee will apply before the contract will be renewed.

Please Contact at your earliest convenience to complete the renewal process either by:

Robert Begg

- Phone: 450-688-5540
- Email: robert@sarotech.ca
- Updated January, 1st 2019