

Extended Service Coverage

The first 90 days of Service Coverage is included with most software license purchases. For a full description of our Extended Service Coverage please see the Extended Service Coverage data sheet and the DataNet Service Agreement. All prices below are for 12 months of consecutive service coverage.

Standard Extended Service Coverage (ESC)

Standard Extended Service Coverage includes unlimited telephone and internet support from 9:00 a.m.–6:00 p.m. Monday–Friday, excluding holidays. All software maintenance and enhancement releases are included in standard ESC. Pricing percentage is based on the current software list price. Unless otherwise indicated, after-hours, weekend, and holiday support is available if scheduled in advance at \$400/day plus \$400/hour actual time used.

Annual Fee	18%
When Purchasing multiple years, Annual Fee	15%

Annual Fee:

Enhanced Reporting Coverage: Quarterly Reporting \$2,500

Requires a Standard ESC contract.

Enhanced Reporting Coverage: Monthly Reporting \$5,000

Requires a Standard ESC contract.

24x7 Support Coverage \$10,000

Requires a Standard ESC contract. Includes up to five facilities and a total of 10 hours of after-hour, weekend, or holiday support for emergencies. Non-emergency or after-hours support beyond 10 hours is billed at \$300/hour.

Customer-Specific Code Base Service \$10,000

Requires a Standard ESC contract. Price is for each code base maintained. Price includes 10 hours of development and testing for maintenance releases on customer-specific code base for fixes previously delivered in general release version. Development and testing is \$150/hour thereafter, and for all fixes not released in general version, and for enhancement releases on customer-specific code base to add new features.

Production-Dependent Service Coverage \$45,000

Requires a Standard ESC contract. Includes unlimited, 24x7 access to development and testing resources and product releases for production-down events for a single customer facility (discounted for multiple facilities). After-hours, weekend and/or holiday support for any incident not reasonably considered a production-critical event is \$300/hour.

Learn More

To learn more about DataNet Solutions contact your sales representative at 248.357.2200 or email sales@winspc.com

www.winspc.com