Ala Cart - Software Support Options

Options for those current on Software Maintenance:

Option 1 - Subscription

Under the Software Support Subscription, end users will receive:

- An unlimited amount of telephone and email technical support by our technical support team
- 20% off any scheduled classroom training class or Internet classes provided by the training department
- Access to an electronic copy of training manuals
- Data review for evaluating and resolving specific issues
- Access to Customer Portal

Monthly fee for Software Support Subscription:

The monthly fee is 1.42% of the Open Systems Inc. suggested retail price of the end user's system. The unlimited support must be purchased for all applications and is agreed upon for a minimum of one year from the initial purchase date. One year contract with monthly payments (automatic renewal).

Definition of Software Support Subscription:

The Open Systems technical support team will assist in the resolution of specific technical issues identified by the end user, including software issues (provided end user is enrolled in the Open Systems Software Maintenance program), data corruption, software functions, specific installation questions, specific conversion questions and hardware/operating system compatibility. The team will respond to technical questions associated with currently supported versions of Open Systems, Inc. software (a current list of supported versions is available at www.osas.com).

Program modifications are not officially supported by Open Systems. Complete product installations, complete data migrations/conversions and/or complete upgrades are billable services.

What is the end user required to do?

To be eligible for the Software Support Subscription, the end user must:

- Be currently enrolled in the Software Maintenance program.
- Possess a working knowledge of the functionality of the software.
- Have a working knowledge of the operating system.
- Have a timely means of sending data or programs to a support specialist if necessary (For example: Email, Internet or FTP site).

This will allow you to quickly communicate the issue to us so that our technical support team can maintain the high level of support that our customers require and anticipate.

Option 2 - Block

Purchase a $500 prepaid support block of 84 minutes ($5.95 per minute with a 10 minute minimum per call).

Option 3 - Minute-to-Minute

Pay for support on a per-call basis (rate of $9.95 per minute with a 10-minute minimum per call). Valid credit card information must be on file.

Options for those not current on Software Maintenance:

Option 1 - Subscription

Software Support Subscriptions are only available if you are current on Maintenance. Call 800-328-2276 to learn how you can become current on Maintenance.

Option 2 - Block

Purchase $500 prepaid support block of 50 minutes (rate of $9.95 per minute with a 10 minute minimum per call).

Option 3 - Minute-to-Minute

Pay for support on a per call basis (rate of $14.95 per minute with a 10 minute minimum per call). Valid credit card information must be on file.

Technical Support Hours

8:00 a.m. – 5:00 p.m. Central Time
Monday – Friday.

Technical Support Phone Numbers:

TRAVERSE – 800-320-3088
OSAS – 800-582-5000

Open Systems Inc. reserves the right to determine the billing for any circumstance not covered in this support definition. The Software Support definition is subject to change without notice.

The actual usage for each end user will be determined quarterly. Open Systems reserves the right to adjust the fee for end users with excessive usage or withdraw the offer of Software Support and charge on a per-minute basis for telephone technical support.