

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 M-F	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	

Discounted Hourly Service

(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	