

## FastManager Support and Maintenance

Your FastManager License Purchase include 30 Days (Q), One Year of Basic (LITE, Pro) or, One Year Premium (Premier) Software Maintenance and Support.

Once your maintenance plan expired, you have the **option** to sign up for 12 months of Basic Maintenance or, 12 months of Premium Maintenance.

	Basic	Premium
Monthly cost <b>per user</b> - up to 2 users	20	40
Monthly cost - 3 users and up (Price include all users)	60	120
<a href="#">Online Manuals</a> and <a href="#">Knowledgebase</a>	Y	Y
<a href="#">Downloading PDF Manual</a>	Y	Y
<a href="#">Program Updates</a>	Y	Y
Unlimited <a href="#">Catalog Downloads</a>	Y	Y
Web Based <a href="#">Ticketing Support</a>	Y	Y
1 Business Day Response Time	Y	N
4 Hour Response Time	N	Y
Phone Support initiated by support ticket	N	Y

- All Support **Incidents must originate from the [FastManager Support Site](#)**
- Support Hours are **9AM to 5PM Eastern Standard Time.**
- **4 Hour response time only available from 9AM to 5PM Eastern Standard Time.**
- If phone support is required and not included in your maintenance plan, then phone support can be purchased on a per incident bases @ 75 per hour or part thereof.
- We do offer discounts for Pre Payment of Maintenance Plans of 5 % for 3 months, 10% for 6 months, and 15% for 12 months.
- To view FastManager's complete Terms and Conditions for FastManager Maintenance & Support Plans, [Click Here](#)
- All prices are quoted in US Dollars