

Revision: October, 2015

To all **[TC]² Labs** customers:

These maintenance plans are designed to provide support options to meet our customer's needs at all levels.

Software upgrades are controlled by HASP USB keys that are updated with each new maintenance plan that is purchased.

TC2-19, TC2-18 and KX-16

Basic Scanner Support

This support level includes all hardware and software support needs including (MEP file configuration is not included this is \$250/hour with min \$500 charge):

- software updates,
- telephone,
- email, and
- remote connect technical support.

This support level **does not** include any travel expenses and/or shipping fees. As an added benefit, scanner replacement parts will be discounted 25%.

- **1 year - \$ 2,500 USD (yearly; our mandatory standard)**
- 2 years - \$ 4,500 USD (when you pay two years at purchase)
- 3 years - \$ 7,000 USD

Support hours are: 9am – 4pm [UTC – 0500 Eastern Time]

TC2-19, TC2-18 and KX-16

Complete Scanner Support

This support level includes all hardware and software support needs including (MEP file configuration is not included this is \$250/hour with min \$500 charge):

- scanner replacement parts,
- software updates,
- telephone,
- email, and
- remote connect technical support.

This support level **does not** include any travel expenses and/or shipping fees.

- 1 year - \$ 4,000 USD
- 2 years - \$ 7,500 USD
- 3 years - \$11,500 USD

Support hours are: 9am – 4pm [UTC – 0500 Eastern Time]

On-Demand Support – This support level is for scanner and software support needs of customers not under support maintenance.
This support level **does not** include any travel expenses and/or shipping fees.

- Telephone,
- email, and
- remote connect technical support or
- on site labor

Support hours are: 9am – 4pm [UTC – 0500 Eastern Time]

Monday – Friday = \$150 / hour

Tasks requiring less than one hour will be billed at one hour's rate

Software support including updates, telephone, email, and remote connect technical support

for **software only**.

- 1 year - \$1,500 USD
- 2 years - \$2,500 USD
- 3 years - \$4,000 USD

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