

EXTREME POINT OF SALE, INC.
MUSICWARE POS • PRAIZ POS

Technical Support Subscription Form

Please choose a technical support and update plan below and fax to 919-424-3866 or mail your contract to Extreme Point of Sale, Inc.. These plans cover the use of Musicware/Praiz DOS software only. Hardware purchased through 3rd party vendors needs to be supported by that vendor, not Extreme Point of Sale, Inc.

Please circle one of the Musicware/Praiz for DOS plans below and return with payment:

Musicware/Praiz for Windows	Support Subscription Plans	1 User	2 User	3 User	4 User	5 User
Quarterly Subscription	Includes: Toll-free telephone support and email support	218.00	359.00	373.00	387.00	401.00
Quarterly Subscription	Includes: Email support only	109.00	179.50	186.50	193.50	200.50
Pay-as-you-go Phone Support Only	This option allows you to only pay for technical phone support when needed on a pay as you go basis. There will be a \$45.00 charge per incident (maximum 30 minute phone call). There will be no software updates available for this plan. You must have a valid credit card on file with us in order to receive a response.					

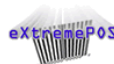
Customers with more than 5 users should add \$14.00 per quarter, per user for Full Phone Subscription and \$7.00 per quarter, per user for Email Only Subscription to the 5 User price listed above.

Technical support hours are from 9 AM – 5 PM EST, Monday – Friday, by calling 919-424-3878 or 888-959-3500 or emailing support@extremepointofsale.com

I hereby authorize Extreme Point of Sale, Inc. to process the charge selected above. With the exception of the pay-as-you-go option, you will be charged immediately for the first three months and then again on each three month anniversary. You may cancel this agreement at any time by giving one month written notice. Sorry, no refunds on unused subscriptions.

Check or Money Order Visa MasterCard AMEX

Name on Credit Card _____
 Company Name _____
 Street Address _____
 City, State and Zip Code _____
 Credit Card Number _____
 Credit Card Expiration Date _____ Today's Date _____
 Signature _____



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WWW.EXTREMEPOINTOFSALE.COM

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Support Frequently Asked Questions

- ❖ Busy Signals when calling for technical support. Our technical support lines are free at least 40% of the day between 9 AM and 5 PM, EST, M-F. We do not place callers in a queue to wait for the next available support person. If you get our voice mail, please leave a message under the support option so we can return your call in a timely fashion. You may also try one of the below options for additional or alternative support methods.
- ❖ Support Via Email. You can get support by writing to support@extremepointofsale.com. This email address is monitored daily. You will normally receive a reply the same day.
- ❖ Network Problems. If you have two or more computers connected via a network and you did not purchase your network from ExtremePOS, we cannot support your network at no charge. Our technician will ask you questions to confirm that your network is operational. If your network is not functioning, you must seek help from the person who installed your network, or ExtremePOS can help you get your network working via a \$99 tech support fee.
- ❖ Other Hardware Problems. If you purchased your hardware from a company other than Extreme Point of Sale, Inc., or its dealers, we cannot give you hardware support at no charge. We have methods of testing most of your hardware. If your hardware is working properly, we will support your hardware with Musicware/Praiz. If your hardware is not working properly, you must go back to your original hardware supplier for support. The most frequent problems we find with hardware are serial port conflicts with modems and modem software and printer conflicts with certain printers which have software that takes over the parallel port.

