

Quotation for Support Renewal for Randy Deaton Boone County Schools

Issued on: 3/21/2023 – Expires on: 6/30/2023

Item	Product	Support Dates	Platinum Support
1	User Management Resource Administrator Automation, Web, & Office 365 Connector 25,500 Users	7/1/23 – 6/30/24	\$7,925.00
Total			\$7,925.00

Terms and Conditions

- Support hours are: Monday – Friday; 9:00AM to 5:00PM EST.
- 3.25% processing fee on payments made with a credit card.
- Consulting services are not included in support and are sold separately.
- In most cases, consulting services are defined as:
 - Creating New projects
 - Adding functionality to existing projects
 - Modifying projects due to source data or network changes.
 - Any work required as a result of server / disk failure and /or lack of backup.
- In most cases, support is defined as;
 - General question about product functionality
 - Error resolution
 - Basic assistance with user created projects.
- Customer understands and agrees the back up of the software and data is their responsibility and is of critical importance. Under no circumstances will Tools4ever be responsible for loss of data or cost of consulting time incurred due to client's lack of a viable backup.
 - **Platinum Support**
 - All standard upgrades within the product
 - Phone / email / CITRIX GoTo Assist support
 - Five free support incidents
 - Additional incidents or client requested CITRIX GoTo Assist are \$186.00
 - Average response time of 4 hours
 - Bug tracking / escalation reporting
 - 10% discount on additional products or pre-paid consulting
 - Maximum annual increase of 3% over previous year.

Initial _____

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Billing Address	Purchase Order #:		PO Total \$
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	Cardholder's Email:		
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Agreed and Accepted by:

Customer Signature

Title

Print Name

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Effective Date: This Terms of Use Agreement was last updated on April 13, 2010.

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The Netherlands

By Telephone: +31 (0) 35 54 83 255

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