



TECHNICAL SUPPORT BROCHURE

Western Office Systems (WOS) is dedicated to making sure our customers are always taken care of and always satisfied. That is why it is so important to the WOS support team to provide world-class service for all of our customers. WOS has been delivering peace of mind and high levels of customer satisfaction to many businesses for over 20 years. Combining real world experience with strong technical capabilities, we make sure our customers are satisfied from the initial contact and implementation through the entire life of the system.

In order to meet the unique requirements of each individual customer, we offer a variety of different support options under a standard agreement as part of the overall technology solution. Below is a description of the various support options we offer:

Software Assurance / Right To New Versions

Customers who purchase software assurance, otherwise referred to as “right to new versions” (RTNV), will be entitled to all major and minor software releases as well as the current bug fixes, patches and new functionality, during the period of coverage. Customers who have purchased software assurance will also receive telephone/web support during the same time period (described below).

Telephone / Web Support

Customers who do not purchase software assurance may purchase telephone/web support as an option. Telephone/Web support is available on an annual basis and is based on a percentage of the hardware and software purchased (please contact us for detailed pricing). For those customers that have software assurance (as described above), telephone/web support is included.

Telephone/Web support is provided during regular business hours (8:00 a.m. – 5:00 p.m., Arizona time), excluding holidays, via the web by visiting the Customer Site link at <http://www.wos.com>, by phone at (480) 603-0538 (x23 or x24), or by e-mail at support@wos.com.

Ad hoc Support

Customers who require a little flexibility in their support options can purchase blocks of hours on an ad hoc basis that can be used for telephone/web support or for on-site support. The options are as follows:

- **Hourly Option:** This option is based on a standard hourly rate.
- **Pre-paid Option:** If hours are purchased as a pre-paid block of time, rates are available at discount prices.
- **Per Project Option:** This option is based on a fixed bid price per project. Project deliverables to be provided at time of quote.

Please contact us for pricing on the various support options described above

Since Western Office Systems is committed to providing our customers with exactly what they need, if the support options described above do not meet your needs please contact us and we can arrange a customized support package for your company.