

# Support

It's not uncommon to hear that Ignition comes with the best tech support in the industry: fast response time, knowledgeable people, and personal involvement with our software developers – yes, the guys who actually build Ignition.

## TOTAL CARE™ CONTRACTS

### Support & Upgrade Protection • 24% annual

Includes unlimited phone technical support, discounts on training and design consultation, and free upgrades to any modules purchased. Contract price is based off current retail price of purchased software.

### Support Only Contract • 15% annual

Includes unlimited phone technical support and discounts on training and design consultation. Contract price is based off current retail price of purchased software.

### Upgrade Protection Only Contract • 15% annual

Includes free upgrades to any modules purchased. Contract price is based off current retail price of purchased software.

## DESIGN CONSULTATION

### Without Total Care™ Support • \$230/hr

### With Total Care™ Support • \$200/hr

Customers who have purchased the Total Care™ Support Only Contract or the Support & Upgrade Protection Contract will receive a discount on design consultation services.

### On-Site Consultation • \$200/hr + travel & expenses

On-site consultation is only available to customers who have purchased the Total Care™ Support Only or Support & Upgrade Protection Contract. There is a 40-hour minimum charge, plus travel and expenses.

## TECHNICAL SUPPORT

### Online Via Forum & Email • free

### Phone, Business Hours • \$100/incident

Business hours are Monday through Friday, 8am to 5pm PST. Holidays excluded.

### Phone, After Business Hours 24/7 • \$350/hr (1hr min)

Any support calls after business hours or on holidays will be billed at the after-hours rate. There is a 1-hour minimum charge.

