

Annual Maintenance and Support for your Capital Business Solutions Software DrillPoint Reports

This document outlines what is covered by our maintenance and support agreements. In order to receive support, you must have an active paid up in agreement.

Annual Maintenance - What's covered?

- Product updates and enhancements as released to the general customer base.
- Updates will ensure that your software product will continue to work with the latest version of your financial software.

Annual Maintenance - What's not covered?

- Custom changes to the software functionality.

Support - What's covered?

- System errors\troubleshooting
- General product questions
- Current version re-installation

Support - What's not covered?

- Software Training\Report Writing
- Changes to current version software features
- Conversion services for new releases

I used to have an annual maintenance and support agreement but it expired.

If you allow your maintenance and support agreement to expire, you must pay in full that time in arrears to bring your status back to current.

Purchasing or Re-Activating Your Annual Maintenance and Support Agreement

To re-activate your maintenance agreement or if you have questions, please call our Client Services Team at 1-888-366-7527 Ext 23. Payments for annual maintenance must be paid in advance. Payment for support and annual maintenance are non-refundable.