

Williamson County

JP Precinct 4

211 West 6th Street

Taylor, TX 76574

(512) 352-4159

## Support Subscription Details

Southwest Solutions Group support subscription provides the following:

## Standard Support

- SSG priority help desk access via email support@southwestsolutions.com, southwestsolutions.com/support, or our toll-free 800-803-1083.
- Access to program engineers for advanced tier II support when needed.
- Standard Support hours 8am-5pm CST Monday-Friday.

## Software Upgrades

- Access to software updates as they become available.

\*Non-subscription customers who request updates will be charged the amount of a 1-year support subscription.

## Support Subscription Renewal Package For NetLabels 3.0

## Standard Support Package

- New Subscription Coverage Dates: 09/19/2019 thru 09/18/2020
- 8:00am - 5:00pm CST Monday-Friday
- Help Desk Access: 800-803-1083 & remote web support: [southwestsolutions.com/support](http://southwestsolutions.com/support)

Renewal Cost: \$150.00

## Previous Subscription

|                     |                |
|---------------------|----------------|
| Subscription #      | 1455           |
| Serial #            | N003695-96     |
| Type                | NetLabels 3.0  |
| Status              | Valid Contract |
| Expires On          | 09/18/2019     |
| Subscription Length | 12 Months      |

Agreement Contact

Auth Signature

PO #

Subscription Total

\$150.00

Date

Quote Expires: 12/02/2019

- Software support plans do not include repairing corruption to data tables. Support does not include troubleshooting printer issues.

- Standard support does not include 3rd party applications such as Excel or Access. It is the responsibility of the customer to get training on these tools and train their internal staff.

- Price subject to change based on current sell price of software. Quote valid for 90 days from submission.

- In some cases not renewing subscription may result in loss of access to product.