TECHNICAL SUPPORT AND UPGRADE PROGRAMS

INTRODUCTORY SUPPORT

To assist with installation and initial configuration, Z–Code provides free call–back technical support for 30 days from the date of purchase of a product or upgrade to a current version.

Z–Code provides on–going technical support for end users who are no longer within their 30 day Introductory Support period.

TECHNICAL SUPPORT

Technical Support includes unlimited support, free maintenance releases, and a 50% discount on new versions. Support for single–user licenses is $75 per year. The annual fee for multi–user license technical support is 15% of the purchase price.

PREMIUM SUPPORT

Z–Code's Premium Support service includes unlimited technical support, free maintenance releases and free upgrades on new versions. Premium Support is available for multi–user licenses at an annual fee of 25% of the purchase price.

UPGRADES

Technical support is not required to purchase upgrades. Single–user upgrades can be purchased for $100. Multi–user upgrades are available at a 50% discount from the purchase price.

All programs include support via electronic mail, fax, and telephone. For email support, our email address is support@z–code.com. For fax or telephone support call (415) 479–0448 (FAX), or call (415) 499–8649 (VOICE), between 9 a.m. and 5 p.m. PST, Monday through Friday.

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