

## Faye Business Systems Group Annual License Support for FayeBSG Products

### DESCRIPTION

We take our role as technology and business partners very seriously and provide remote help desk support for our products via phone and email. Phone calls are immediately routed to our Client Services Team or a Help Desk Support Analyst. If a Help Desk email account has been setup (**support@fayebsg.com**), it immediately forwards all emailed SugarCRM support requests to the appropriate individual for a response.

In this role, FayeBSG provides telephone and remote support for FayeBSG Product related issues. These products currently include:

- ) SugarCRM Sage 100 Integration Application
- ) SugarCRM Intacct Integration Application
- ) SugarCRM Constant Contact Integration
- ) SugarCRM Authorize.Net Integration
- ) SugarCRM Quickbooks Integration
- ) SugarCRM Shoretel Integration
- ) SugarCRM Box Integration
- ) SugarCRM DropBox Integration
- ) SugarCRM Jira Integration
- ) SugarCRM NetSuite Integration
- ) FayeBSG Sugar Dashboard Manager
- ) FayeBSG Visual Property Manager

This support also includes remote online support if remote access via the internet is available. FBSG will respond within six (6) hours to all support inquiries emailed or called during our standard business hours 9am – 6pm PST. If the issue is deemed as an “emergency” issue, FBSG will respond within one (1) hour.

For all issues, we offer a Help Desk Email Address at [support@fayebsg.com](mailto:support@fayebsg.com). Emails sent to this address during the standard hours of 9am - 6pm PST will be responded to as indicated above.

All support is rendered on a best efforts basis and guarantees a response to your call within six hours. Some calls require follow-up research that extends beyond the specified response time. Any and all onsite consulting services required are billed at our current standard hourly rates.

### TECHNICAL REQUIREMENTS

The following are required in order to be able to successfully provide some or all SugarCRM Remote Support:

- A. A full-time connection to the Internet from the client site
- B. A username and password with administrative rights on the client’s SugarCRM system

## Faye Business Systems Group Annual License Support for FayeBSG Products

### TERM

The FBSG SugarCRM Remote Support Plan goes into effect upon receipt of the annual software license payment and continues for one year from that date.

### PLAN COST

The cost of support is included in the annual license paid.

### LIMITATIONS

Prior to requesting technical support, you agree to create adequate backups of your computer data. We are not responsible for data loss due to inadequate backups.

**Annual License Support** is designed to be “support”. It is not designed to provide additional consulting, programming, data clean-up, or any other service listed below in the ‘services not available’ section below.

Please note that this agreement does **NOT** replace or include your Annual Software License Cost with SugarCRM. You must maintain that annual renewal with SugarCRM.

The following items are included in Annual License Support (regardless of the version you are running):

- ) Providing upgrades for client installation and configuration
- ) Providing user manual and information on product functionality and use of the system
- ) Error message troubleshooting
- ) Product functionality troubleshooting
- ) Product activation issues
- ) Providing assistance in determining whether an issue is program, database or environment related
- ) Providing and delivery of program updates and upgrades (not installation)
- ) Remote assistance connections

## Faye Business Systems Group Annual License Support for FayeBSG Products

### Services Not Covered but Available

- ) Consulting
- ) Training
- ) Installation of products, upgrades and service packs
- ) Configuration of products, upgrades and service packs
- ) Data Clean-Up or Fixes
- ) Integration issues with a Sugar Mobile Version
- ) SugarCRM Support
- ) Custom programming
- ) Documenting your installation
- ) Assistance with network troubleshooting and support
- ) Support for other software
- ) Onsite consulting

The services detailed above can be provided on a pre-paid project basis, or they will be billed hourly as incurred..

This agreement is not transferable and is only valid for the specific company engaged with FayeBSG.

Please note that all of the above services are still subject to all of the limitations and operating approach contained in the FayeBSG *Professional Services Agreement - Terms & Conditions* document.

Please contact us directly with any specific questions about the support included or not included in the Annual License Support for FayeBSG Products.

Thanks!

*The team at Faye Business Systems Group*