

## TriStar Contracted Service Agreement

<b>Client:</b>			
<b>Address:</b>			
<b>City/State/Zip:</b>			
<b>Primary Contact:</b>			
<b>Phone #:</b>			
<b>Email Address:</b>			
<b>Start Date:</b>		<b>End Date:</b>	

Please enroll my company in a TriStar Contracted Support Plan for my Sage 50 software. I understand that my plan will be in effect through the ending date as defined above.

I wish to purchase a TriStar Contracted Support Plan with the following payment option (*please check one*):

Payment Choice	Plan Charge
Basic plan with one annual payment	\$1,800.00 per year
Premium plan with one annual payment	\$2,500.00 per year
Basic plan with four quarterly payments	\$500.00 per quarter
Premium plan with four quarterly payments	\$750.00 per quarter

I understand that this plan entitles me to all of the services and benefits in the plan as defined below, for the period that the plan is in effect. The contracted services will be provided by TriStar Data Systems, Inc. and/or its authorized representatives, over the plan period spanning the dates indicated above.

This plan is in effect through the expiration date listed above, and will renew automatically at expiration, at the price then in effect for this same plan, unless cancelled by my company no later than thirty (30) days in advance of that date.

### Client Acceptance:

Client has read this Agreement in its entirety, understands it, and agrees to be bound by its terms and conditions. The parties, by their duly authorized representatives' consent to and execute this Contracted Support Plan, which shall be governed by the laws of the Commonwealth of Pennsylvania.

### Client –

Signature:

Name:

Title:

Date:

# Payment Information

Payments for TriStar’s Contracted Support Plan can be made either by credit card or by check.  
If paying by credit card, please complete the following information and return to TriStar by email or paper mail.

<b>Credit Card Information</b>		
Name on Card:		
Billing Address:		
Card Account Number:	Expiration Date:	CVV:

You can also enter your credit card payment directly on our website via a secure link hosted by our credit card processing partner. Click this link to enter your credit card payment directly:

<https://tristardatasystems.com/payments>

## **TriStar Contracted Service Plan Definitions and Conditions**

**TriStar's Contracted Service Plan includes unlimited telephone, email and/or remote connection support from TriStar staff or its assignees. Our Premium Plan includes all installation and database conversion services, in addition to the Basic Services.**

A support "incident" is defined as any request for assistance needed to resolve a **technical or operational** (i.e., "business-related") problem with your Timeslips software, which results in the satisfactory resolution of that problem. Support services may be delivered via telephone, email message, remote connection to your computer, or on-site visit to your office, with mutual consent of the technician and the requestor. On-site visits, if necessary, will be billed at the consulting rates in effect within the terms of this agreement, and will reflect the plan discount..

TriStar uses web-based technology (called "GoToAssist", manufactured by LogMeIn, LLC) to establish a "permission-based, attended" connection to your computer, as needed, from which we can share your computer's desktop, keyboard, and mouse to perform diagnostic and repair services, as well as deliver basic user instruction. We also offer an option for "unattended" remote connection to your PC and/or your network, using either GoToAssist or Windows Remote Desktop. With your permission we will create and maintain an unattended link to your computer for the duration of this Agreement.

There are no limits to the number or length of incident requests that can be made during the term of the contract. For scheduling purposes, there is a discretionary "cap" of sixty (60) minutes for any **single** remote support request, based on the nature of the specific request and the support technician's judgment regarding the time/resources required to resolve the specific issue. Requests that require more than forty-five (45) minutes to resolve **may** be rescheduled for a later date/time, at the discretion of the technician handling the remote support request. If extended, no additional charges will accrue.

<b>TriStar's Contracted Support Plan does NOT include support services for the following:</b>		
<ul style="list-style-type: none"><li>• Network or internet connectivity troubleshooting or related network support services</li></ul>	<ul style="list-style-type: none"><li>• Sage 50 data restores made from backup software outside of the Timeslips application</li></ul>	<ul style="list-style-type: none"><li>• Imports of external data files into Sage 50</li></ul>
<ul style="list-style-type: none"><li>• Integration of "third party" software applications with Sage 50</li></ul>	<ul style="list-style-type: none"><li>• Design of customized reports or forms not made with the Sage 50 application</li></ul>	<ul style="list-style-type: none"><li>• Recovery from hardware or other equipment-related failures, beyond Sage 50 reinstallation and company database restore</li></ul>

## **TriStar Data Systems Fee Schedule – Effective 1/1/2023**

### **Consulting Services/On-Site Support**

#### **Hourly Rate Consulting:**

\$190 - \$220 per hour (depending on staff assigned)

2-hour minimum charge per on-site visit

Expenses for mileage (at IRS rates), tolls, and parking are billed as incurred for travel to/from Blue Bell and the client site.

### **Classroom-Style Training**

#### **At your site or our office**

\$1,500 - \$1,800 per day

\$800 - \$900 per half day

#### **Web-based training**

Fee based on class length and # of attendees

### **Telephone/Email/Remote Support**

#### **1. “Per support” incident**

\$185 per “incident”

*(45 minute maximum; services in excess of 45 minutes revert to hourly rate billing)*

#### **2. TriStar support plans**

Details on TriStar’s annual support plans can be found on our website at [www.TimeslipsSage.com](http://www.TimeslipsSage.com)

Return your completed enrollment form either by

- Email - [support@tristardatasystems.com](mailto:support@tristardatasystems.com)
- Fax – 610-941-2105
- Mail – TriStar Data Systems, Inc.  
650 Sentry Parkway  
Blue Bell, PA 19422-2318