



## Premium Client Program - Contract

### *For Active Organizations with Greater Needs*

Your organization depends on ACS Technologies software to support its daily operations, and you want to ensure that you are getting the right combination of support and services to keep your systems running smoothly and efficiently – without interruption. You can rely on ACS Technologies Premium Client Program for priority technical support and personalized attentive services.

The Premium Client Program is designed to give you peace of mind and the comfort of having a friendly, highly skilled advisor available to help protect your technology investments 24 hours a day, seven days a week. As a Premium Client, you will receive extra benefits beyond our standard quality of care.

#### **Priority Response**

- One-hour or less response time guaranteed between 8:00 a.m. and 5:00 p.m. (EST) Monday through Friday or a \$25 credit will be issued. After standard business hours, your call is rolled over to a Premium Advisor's cell phone.
- Priority email support between 8:00 a.m. and 5:00 p.m. (EST) Monday through Friday.
- Front of the line queuing with Data Services should it become necessary to send files to our team.
- A VIP invitation for you to bring your staff by the ACS Technologies home office for face-to-face discussions about issues, ideas, needs, or simply to meet our staff.

#### **Knowledgeable Advisors**

- Advisor appointments available by phone to assist with year-end processing, attendance promotion, version upgrades, and year-end updates.
- Scheduled teleconferences between our staff and yours to discuss concerning issues, to make suggestions, or to help your staff understand recent enhancements in ACS products.
- Exclusive consultation services available to help make hardware recommendations for computers, operating systems, peripherals, network equipment, and system upgrades.

#### **Special Annual Discounts**

- Free registration for one staff member to any ACS Convention
- Unlimited access to free online training classes for you and your entire staff
- \$250 savings off your next classroom training session
- Network Support fee waived
- Special pricing on custom web designs from ACS Technologies
- 20% off or more on any future ACS software purchases
- One free day of Professional Services when you hire for two or more days

#### ***Sign up today to put our expertise to work for you.***

We request that Premium Clients have access to the Internet and an email address. Also, this exclusive program is not designed for high volume support calling or training purposes, but rather to assure that you will experience minimum delays in getting your daily work accomplished. Upon receipt of this completed request, you will receive a toll-free number and instructions to activate your Premium Support services!

Site #: \_\_\_\_\_ Organization: \_\_\_\_\_

Name: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_  
Authorized Contact Name and Title

\_\_\_\_\_  
Date

**Please fax the completed form to 877.475.0202 or call 877.227.7736 for more details**

## Premium Support Quick Reference Guide

### Phone

Premium Support Advisors are available 24 hours a day, 7 days a week. Our one-hour or less response time guarantee is between 8:00 a.m. and 5:00 p.m. (EST) Monday through Friday.

My toll-free Premium Support number is: \_\_\_\_\_

### Email

To contact our Advisors via email, please send it to [premium@acstechnologies.com](mailto:premium@acstechnologies.com) Subject: PREMIUM SUPPORT

### Scheduling Advisor Sessions – *call for details on the items below*

- Teleconference Set Up
- Year-End Processing
- Attendance Promotions
- Hardware Consulting
- Upgrades
- Home Office Visits

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- Guarantee of at least 20% off any future ACS software purchases
- First day of Professional Services is free when you hire for two or more days

### Beta Test Group

Do you like to try new technology before anyone else? To apply for participation in future Beta testing, please call 877-227-7736 and a Premium Client Advisor will be happy to assist you.

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### Program Details:

- One-hour or less response time is only guaranteed between 8:00 a.m. and 5:00 p.m. (EST). If a Premium Client Advisor does not respond within one hour during the hours of 8:00 a.m. and 5:00 p.m. (EST), Monday through Friday, a \$25 credit will be issued to the Premium Client.
- Priority response on support email. All emails are to be marked PREMIUM SUPPORT and sent to [premium@acstechnologies.com](mailto:premium@acstechnologies.com). (Be aware that ACS Technologies cannot control email delivery times).
- Teleconferences and phone appointments with your Premium Support Advisor are available only during regular business hours, 8:00 a.m. and 5:00 p.m. (EST) Monday through Friday. (Dependent upon Premium Support Advisor's availability and product knowledge. When necessary or beneficial, the call would be handed off to the best Premium Support Advisor.)
- Invitation to bring the Premium Client's staff to the ACS Technologies home office is at the client's expense.
- On-site Professional Services days are available and must be paid for by the client. Services include network inventories, evaluations of hardware (computers, operating systems, peripherals, network equipment, and system upgrades), and purchase recommendations.
- The Premium Client Program builds upon the benefits of the Preferred Client Program, which includes free software upgrades, unlimited phone support during normal business hours, and 24/7 access to the online Knowledge Base – plus much more.