



■ Ocean Blue Introductory Support Plan – \$250.00 Yearly Renewable Plan

This plan covers phone support for:

- Software
- CCS Supported Peripherals, their installation and replacement
- Remote Log in Support
- Software Upgrades for the Version that was originally installed.

Internet & Phone Support:

If the site has available internet, we will connect the computer to the internet using Logmein. A hamachi account may be required to work with the SQL Server database if any database management is required. *This plan includes support for only CCS Lite features.* Internet and Phone support is during business hours of your reseller. CCS’s business hours are 9:00 AM to 6:00PM Pacific Central time.

Service Discounts:

- This plan includes discounted onsite support at the rate of _____ per hour. Onsite service for this rate is during _____ to _____ Monday through Friday, and must be scheduled.
- Nights and weekends are _____. Please note: this service is not always available.
- This plan does not account for emergency services.

On site service requires pre-payment, and will be charged to a credit card. If a check is provided, service will be rendered after it has cleared. Returned checks will be subject to additional fees.

Hardware Discounts:

We will provide a ___ **Percent** discount on hardware when installation is included, and during the duration of the contract. If you do not see this discount, be sure to remind your representative, as you may not be eligible for discount after the purchase is made.

What it does not include:

- Wiring of your location
- Integration and support of non-contacted peripherals

Additional Fees

- Networking is not supported in this service plan.
- Additional computes are \$45.00 per computer.

Who’s it good for: (CCS Lite / CCS Professional)

Café’s	Salon’s	If you are adding a site.
Coffee Shops	Small Restaurants	Small Retail Stores

Requirements:

Hardware must be purchased through CCS or Authorized Dealer
Max of 1 Authorized Agents / Managers for Office and Reporting Support. (We will support non authorized agents for POS Terminal Support, i.e. emergency phone support for cashiers or servers.)



■ Gold Pro Support Plan – \$600.00 Yearly Renewable Plan

This plan covers phone support for:

- Software
- CCS Supported Peripherals, their installation and replacement
- Remote Log in Support
- Software Upgrades for the Version that was originally installed.

Internet & Phone Support:

If the site has available internet, we will connect the computer to the internet using Logmein. A hamachi account may be required to work with the SQL Server database if any database management is required.

This plan covers all the CCS Lite and CCS Professional Features. We will support your Credit Card Processing System as well.

Service Discounts:

- This plan includes discounted onsite support at the rate of _____ per hour. Onsite service for this rate is during _____ to _____ Monday through Friday, and must be scheduled.
- Nights and weekends are _____. Please note: this service is not always available.
- This plan does not account for emergency services.

On site service requires pre-payment, and will be charged to a credit card. If a check is provided, service will be rendered after it has cleared. Returned checks will be subject to additional fees.

Hardware Discounts:

We will provide a ___ **Percent** discount on hardware when installation is included, and during the duration of the contract. If you do not see this discount, be sure to remind your representative, as you may not be eligible for discount after the purchase is made.

Additional Fees:

Fee for each additional Terminal: _____

What it does not include:

CCS Enterprise Support

Who this plan is good for:

Users of CCS Professional, or CCS Enterprise satellite locations.

Requirements:

Hardware must be purchased through CCS or Authorized Dealer

Max of 3 Authorized Agents / Managers for Office and Reporting Support (We will support non authorized agents for POS Terminal Support, i.e. emergency phone support for cashiers or servers.)



■ Deep Blue Support Plan – \$100.00 Monthly Plan Per Computer

This plan covers phone support for:

- Software
- CCS Supported Peripherals, their installation and replacement
- Remote Log in Support
- Software Upgrades for the Version that was originally installed.

Internet & Phone Support:

If the site has available internet, we will connect the computer to the internet using Logmein. A hamachi account may be required to work with the SQL Server database if any database management is required. *This plan covers all the Enterprise and Professional Features.* We will support your Credit Card Processing System as well.

Service Discounts:

- This plan includes discounted onsite support at the rate of _____ per hour. Onsite service for this rate is during _____ to _____ Monday through Friday, and must be scheduled.
- Nights and weekends are _____. Please note: this service is not always available.
- This plan does not account for emergency services.

On site service requires pre-payment, and will be charged to a credit card. If a check is provided, service will be rendered after it has cleared. Returned checks will be subject to additional fees.

Hardware Discounts:

We will provide a ____ **Percent** discount on hardware when installation is included, and during the duration of the contract. If you do not see this discount, be sure to remind your representative, as you may not be eligible for discount after the purchase is made.

Who is this for:

This plan is intended for CCS Enterprise users at the Corporate Office.. This plan does not cover multi site management. Each satellite site must purchase a CCS Pro or CCS Lite Site Plan, for technicians to service the corporate and satellite together.

What this does not include:

Extensive training or retraining of software features and setup.

Requirements:

Hardware must be purchased through CCS or Authorized Dealer
Max of 2 Authorized Agents / Managers for Office and Reporting Support (We will support non authorized agents for POS Terminal Support, i.e. emergency phone support for cashiers or servers.)