

ENHANCEMENT AND SUPPORT PROGRAM



Signature Series Enhancement Program

- 18% of Software List Price Annually¹
- 1st year required with initial purchase of software
- Benefits include product upgrades, product fixes, and product enhancements
- If purchasing through a Signature Series Partner the partner will be billed approximately 90 days from expiration date. All other customers will be billed directly.
- If enhancement plan lapses, 36% of the current list price is required to reinstate the plan².

Signature Series ENH25 - Unlimited Support Program

- 25% of Software List Price Annually¹
- Contains all benefits of Signature Series Enhancement Program
- Support includes telephone and e-mail based assistance with Signature Series products Monday – Friday 8:30am – 5:30pm EST. This may include questions about installation, functionality, features, operation, and proper use of software. Terms and conditions apply³.
- Includes assistance with errors pertaining to Signature Series products provided the error originates within the said product.
- Support does not include assistance with problems arising from networking or system issues, including problems with system resources, system limitations, data corruption, or other errors unrelated to the product.
- Also does not include changes or modifications to the Signature Series product or any direct manipulation of customer data files.
- Assistance with implementation is available on a consulting basis and is not included under the Support agreement.
- If the enhancement plan lapses, 36%-50% of the current list price is required to reinstate the plan⁴.

¹Annual enhancement fee is computed based on software list price at date of purchase and is prorated to align with expiration date of Microsoft Enhancement Plan.

²Future renewals will be assessed at 18% of the reinstated software list price.

³Enrollment in the ENH25 program requires a signed support agreement.

⁴Future renewals will be assessed at 25% of the reinstated software list price.

Consulting Services

ePartners personnel are available to assist with custom development and implementations (either onsite and remote) on a consulting basis. For information on rates, time estimates or general questions please contact our Applications Services Team at ss@epartnersolutions.com.



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