

Quick Notes Service Plan Descriptions and Benefits

Item Description	Gold Service Plan	Silver Service Plan*
Tech Support Plan	Complete	Limited*
Cost of Annual Support	\$569.00/year	\$369.00/year
Quarterly Auto-Payment Plan	\$159.00/quarter	N/A
Per Incident Fees	N/A	\$75.00-\$150.00*
Installation of Updates/Upgrades	Included	\$75.00-\$150.00
Software Updates	Free	Free + S/H & Install
Software Upgrades	\$295.00-\$395.00	\$295.00-\$395.00 + S/H & Install
Quick Notes Licensing Fees	Included	Included
Quix Scanner Warranty	One Year	One Year
Videx Replacement	N/A	N/A
If You Have a Network	Required	N/A
If You Have Multi-Providers	Required	N/A
If You Use WiFi	Required	N/A
If You Have a Remote Office	Required	N/A
If You Want "Help Me Now"	Required	N/A
If You Use Bluetooth	Required	N/A
Internet Required	Yes	Yes
Special "Gold Features"	Yes	No
Qnotes.com Forums	Yes	Yes

Questions? Call (800) 899-2468 ext. 238

All active Quick Notes Clients are required to maintain a current Gold or Silver Service Plan. In addition, we must have a signed Customer Service Agreement on file. All Quick Notes Service Plans will automatically renew, unless cancelled in writing. Minimum term requirements must be met before a Service Plan may be cancelled. It is required that you maintain an up-to-date version of QNotes Office or related software. The only exception to this rule would be a Client that is not using Quick Notes actively; in this case, the Client is placed in "Basic" or "Sunset" Mode and no support or discounts are available, and certain features may be turned off.

*Gold Plan covers all technical support issues. Gold Plan is the required plan for all Networks, Remote Modules, Multi-Providers, Multi-Devices, Interfaces, WiFi and Custom solutions. Silver Plan is very limited, and only available for single offices with one provider using on only one computer... and only covers very basic calls. In most cases, Silver Plan will only cover simple PDQ/Quix hardware support calls and certain QNotes errors on single computer only. Errors included in Silver Plan are limited to Error "-1", Error "36 RAW", Error "36 PTDATA", Error "Could Not Convert Variant to Null", Error "25", Reprogram Wand, Error "Connection Between Computer and Device Lost", Qpload / Hot Sync Restart, and Key# Not Downloading. All Other Calls are Per Incident at \$75-150.00 per incident.