TECHNICAL SUPPORT PROGRAM

BENEFIT	TSP	STANDARD
Full email and phone support; customers will also have access to a new service email address they can use to send technical questions and receive priority response.	X	See Note 2
Access to our website's Technical Reference Library (TRL). Here customers will find certain technical manuals and documentation, general troubleshooting techniques and other information that is available 24 hours a day, 7 days a week. Note: requires login username and password to access.	X	-
File sharing. We will share certain documentation to customers via email that we typically would not provide before. Also, any standard manuals we have electronically will be provided at a discounted cost.	X	Limited/ may require a charge
Preferred status. Whether it is a response to an email request or the need for us to come out for a service call, customers will benefit from faster response times.	X	-
Additional discounts on select products and first offerings on closeout specials	X	
COST	SEE NOTE 1	SEE NOTE 2

Note 1: Cost: $50/month billed at time of sign up through end of year and renewed annually in January.

Note 2: Customers will still be able to contact us for technical support via phone and email, but it will be after all the requests from TSP customers have been processed. There will be a charge of $75/hr for any service ticket that is opened up for non-TSP customers.