



Support you can count on

Annual Gold Support – Subscription

With Gold Support, your investment is protected.

Gold Support Includes

- Annual Software Maintenance
- Annual Telephone Support Subscription

Annual Software Maintenance (PC based systems only)

Icon Time System's Annual Software Maintenance offers assistance with maintenance releases from our web site. Maintenance releases provide patches and enhancements within the TimeSource version you purchased. This program does not include upgrades to new versions, software training, or support in changing the software or clock from the original installed locations. As an alternative to web updates you may request one maintenance release via original media at a cost of shipping and handling only.

Annual Telephone Support Subscription

Icon Time System's Annual Telephone Support subscription offers toll free assistance with the operations of your software on Monday – Friday 7:00a – 5:00p pacific coast time. National holidays are excluded.

Gold Subscription Terms, Conditions and Penalties

Your Gold Support subscription is sold as an annual contract and is intended to be renewed for the life of your product. Your subscription is non-refundable even if you stop using your product. If you allow your subscription to expire, the reinstatement of the Gold Support Subscription will incur a penalty in the amount of all past due maintenance fees plus a penalty of 20% of total past due fees.

The terms of this agreement are subject to change. Each year this agreement is renewed under the terms and conditions in effect at the date of the renewal. Toll Free Support Services are only available within the United States of America.

SERVICE AND SUPPORT ADDRESS

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