



NATIONWIDE LEGAL SOFTWARE



212 North Center Drive • North Brunswick, NJ 08902

Phone: 800-905-7638 • Fax: 877-439-7638

[www.easysoft-usa.com](http://www.easysoft-usa.com)

[info@easysoft-usa.com](mailto:info@easysoft-usa.com)

**Easy Soft Standard Technical Support Terms  
(Last Updated: November 1, 2010)**

**Free Standard Technical Support (Available to valid annual product subscribers or customers with valid maintenance)**

At Easy Soft, we make getting tech support as easy as possible. In addition to live telephone support during normal business hours, you can get help by sending an email to [support@easysoft-usa.com](mailto:support@easysoft-usa.com). We also offer live training webinars, product training videos, FAQ and a library of technical articles.

Examples of standard tech support services include:

- Product activation as well as product license migration from one machine to another.
- Any product/mobile app related “how to” questions.
- Any error encountered as part of the installation on supported platforms (Windows XP/Vista/Win 7).

**Additional Technical Services at Fixed Cost**

At times customers have support needs beyond the scope of standard technical support. We encourage our customers to procure such services from their IT service providers wherever possible. Should customers wish to engage our technical support resources, we provide the following additional technical services at a fixed set fee.

- Turn-key Easy Soft software installation, basic setup and product activation - \$49/installation
- Easy TimeBill Enterprise Version SQL server installation and initial setup (price included in Enterprise Version purchase of Easy TimeBill)
- Assistance with discontinued Easy Trust versions (7.0/6.0/5.0) data conversions - \$500 per bank account. (Separate service contract required).
- Programmatically Reopening Easy Trust data files once reconciled - \$250 per incident (Separate service contract required).

**Easy Soft Service Bureau - \$100/hr in 15-min increment (Separate Service Contract Required)**

At times customers require non-standard services that we can provide only on time and material basis. We have a separate service bureau group that coordinates such activities at nominal hourly rates.

Examples of non-standard support options provided at hourly rates:

- Training at customer location – A mutually convenient appointment required. Travel time will be charged.
- Ongoing SQL Server Support such as periodic backup or maintenance setup
- Migration of Easy Soft software data from one computer to another and reinstallations
- Custom template development for various products.
- Corrections to customer’s data in Easy TimeBill or Easy Trust program such as performing reconciliations, correcting billing or trust mistakes, in consultation with the client.
- Any support to customers who are out of technical support contracts.