

Support Plan Pricing

Support Hours: **Monday—Friday**
8 AM - Noon & 1PM - 5 PM (MST)

*Arizona does not observe daylight savings time.
 Calls outside these hours are after-hour support and are billed separately.*

Support: (602) 264-5913 Fax: (602) 279-3633
 E-mail: support@labsysgrp.com

Support Plan Options

Our dedicated support department is staffed Monday through Friday, 8AM to 5PM Mountain Standard time.

Arizona does not observe daylight savings time. Our reasonably priced support plans enable you to handle almost any situation that may arise. Our 3, 6 or 12 month pre-paid support plans offer three options: Live, E-mail/Fax and VNC Support.

Live Tech Support: Our support department is located in Phoenix, Arizona at the office of Laboratory Systems Group, Inc. We do not use a foreign call center. When you call us, we guarantee you will be assisted by a highly trained, English-speaking technician.

E-mail and Fax Support: E-mails or faxes received during business hours are returned that business day. E-mails and faxes received after-hours will be returned the next business day. Fax to (602) 279-3633 and e-mail to support@labsysgrp.com.

VNC Support: If you have a high-speed internet connection and need real-time assistance we can help you. With your permission, this technology allows us to remotely connect to your computer and quickly fix problems that would otherwise be difficult to fix over the phone. Lengthy training can also be accomplished in this way but for an additional fee. Contact our sales department for pricing and details.

- *Active plans remain in force under current terms until they expire. Support plans may only be chosen from plans offered at the time of expiration.*
- *All calls to our support department are subject to the support plan you carry at that time.*
- *No guarantee is made to support all software. Likewise, not all issues have a solution. Sometimes hardware or software damage is beyond repair.*
- *Program updates or upgrades DO NOT INCLUDE free support unless otherwise stated.*
- *Support Plans are subject to change without notice.*

LLSG Laboratory Systems Group, Inc.
 1718 East Rose Lane
 Phoenix, AZ 85016

Developer of the **Lab Manager™**
 Software for Dental Laboratories

Pre-Paid Plan

3 Months 6 Months 12 Months

Single-User 1 computer	\$99	\$169	\$249
Multi-User 2 or more computers	\$149	\$219	\$349
After Hours (Not during office hours) \$3 per minute with a \$65 minimum per call			

A single, stand alone computer qualifies for the Single User Plan. If your lab has installed Lab Manager on two or more computers, networked or not, then you qualify for the Multi-user Plan.

E-mail and fax service! Available only with pre-paid plans, you not only receive telephone support but E-mail and fax answers as well.

No Pre-Paid Plan

For users with no support plan <u>Support Available by Credit Card Only</u>	\$3 per minute with a \$65 minimum per call
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If you call without a pre-paid support plan in place, the representative will require either a Visa or MasterCard. E-mail and fax answers are not available with this option.

Call to order.
(800) 677-1120



Terms: Payment due upon receipt. 1.5% per month will be assessed on invoices not paid within 30 days of the billing date. Prices subject to change without notice. 03/08

