AnimalShelterNet Software Support Packages

	Installation	Pay per Question	Economy	Standard	Premium	VIP
Price	Free	$70 each	$595 annually	$1095 annually	$3,495 annually	$8,995 annually
Answers directly from technical and training experts		✔	✔	✔	✔	✔
Access to AnimalShelterNet Support Web Site			✔	✔	✔	✔
Maximum questions	15 days unlimited	1	4 per month	6 per month	12 per month	unlimited
Receive personal written replies via email	✔	✔	✔	✔	✔	✔
Advice on installation	✔	✔	✔	✔	✔	✔
Advice on backup & recovery	✔	✔	✔	✔	✔	✔
Advice on updates & upgrades	✔	✔	✔	✔	✔	✔
Number of Shelters/Organizations/Locations	1	1	1	1	2	2 or more
Customer technical contact persons	1	1	1	2	2	3 or more
Advice on using shelter operations	✔	✔	✔	✔	✔	✔
Advice on using animal control	✔	✔	✔	✔	✔	✔
Advice on using animal routing	✔	✔	✔	✔	✔	✔
Advice on using shelter meds	✔	✔	✔	✔	✔	✔
Advice on using Clinic Scheduling Features	✔	✔	✔	✔	✔	✔
Advice on using Cash Register	✔	✔	✔	✔	✔	✔
Advice on using Cash Drawer Administrator	✔	✔	✔	✔	✔	✔
Advice on animal intake tracking	✔	✔	✔	✔	✔	✔
Advice on animal disposition tracking	✔	✔	✔	✔	✔	✔
Advice on Administrative Role issues	✔	✔	✔	✔	✔	✔
Advice on System Tools issues	✔	✔	✔	✔	✔	✔
Advice on User & Role setup	✔	✔	✔	✔	✔	✔
Advice on Operations Manager Role issues	✔	✔	✔	✔	✔	✔
Advice on Basic Animal Routing configuration	✔	✔	✔	✔	✔	✔
Advice on Advanced Animal Routing configuration				✔	✔	✔
Advice on Basic Animal Control configuration	✔	✔	✔	✔	✔	✔
Advice on Advanced Animal Control configuration				✔	✔	✔
Remote login help with training questions					✔	✔
Remote login help with crashes & recovery					✔	✔
Remote login help with tuning & optimization					✔	✔
Remote login help with bugs, fixes & upgrades					✔	✔
Max remote login help hours per month	0	0	0	2	4	8
Phone Conference training sessions available	✔	✔	✔	✔	✔	✔
Remote login training sessions available				✔	✔	✔
On-Site Training available					✔	✔
Check -up of Server, OS, Service Pack Level & Updates					✔	✔
Software Assurance Available			✔	✔	✔	✔
Natural Disaster Backup Server Available			✔	✔	✔	✔
Phone Support 9am -5pm CDT					✔	✔
Emergency Support 24 X 7						✔
Support for customization & integration issues						✔
Custom Programming Available				✔	✔	✔
Priority Treatment of questions					✔	✔ ✔
Maximum response time* to emergencies	N/A	N/A	N/A	2 business days	1 business day	24 hours
Maximum response time* for questions	2 business days	2 business days	2 business days	2 business days	1 business day	Same business day
Package Activation Time (after payment)	1 business day	2 business days	Immediate	Immediate	Immediate	Immediate

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