



Contract Maintenance and Support Policy

Progeny Support Plan (PSP)

Progeny Support Plan (PSP) - PSP is required for licensing and includes:

1. Unlimited 800 phone and email support, 24x7 access to Knowledgebase, access to the Progeny Community Forum, and access to support videos.
2. Up to 2 full hours of Training (1 to 2 users).
 - a. If a Customer has more than one product then training is available for up to 4 full hours per product.
 - b. Training may be broken up into segments to accommodate customer availability and immediate needs.
3. Product updates and upgrades are available at no charge for all current PSP subscribers.
4. No Limit on Re-installation of Product.
5. Clients may purchase PSP at a discount for a term of three years at time of purchase. This protects against potential price increases during the extended PSP term.

***** For All Current Progeny Support Plan (PSP) Customers renewals are sent 60 days prior to expiration of Maintenance Support Contract. In addition, a telephone call and email will be initiated to further explain the renewal process and its advantages.**

Support for customers whose maintenance has lapsed.

- Customers who are not on PSP, (“out of support contract”) will be charged on a per incident fee of \$300 per hour for support needed.
- Valid credit card is required.
- Re-installing the software while not under PSP is considered an incident and you will be charged \$300.
- If your PSP lapsed within the last 12 months, you will have the option to renew your PSP. Credit for payment of “out of support contract” will be credited towards the renewal of a PSP support maintenance contract.