



Why Renew Transtar POS Support?

Renewing support means investing in your future. How much does it cost you for you to be "down" for 5 hours or a full day? Like most businesses, you'll not only lose customers, but you'll be paying employees extra to make up the difference during the down time.

When you renew our support contract, you are helping us to staff adequately so we can answer your calls, visit your site, and have the resources to better assist you when you most need it.

When you don't renew, you are operating with no assurance that anyone can help if you call. Transtar POS will not be in any obligation to answer your calls, nor are we obligated to help in anyway. Customers who renew their contract first receive first priority, and if we have extra time, we will respond to your call. At the rate of \$350 for the first hour and \$200 for each additional hour, we will assist ONLY with a check or credit card on file to charge the first hour.

Help us to help you. Renew your contract so you can sleep better at night.

2011-2012 Support Structure

Online & Phone Support Fees:

1 Station \$600 | 2 Stations \$850 | 3 Stations \$950 | 4 Stations \$1150 | 5 Stations \$1250 | 6+ Stations \$1400

(Aldelo Customers, Please add \$125 extra to support contract due to Aldelo's Support fees)

Onsite Support Fees: (For All inclusive pricing for yearly support, please email billing@transtarpos.com)

\$125 Per Hour First Hour | \$85 Per Hour Hours After (max 3hrs) | RMA Hardware: \$150

- We are NO LONGER SUPPORTING PCCHARGE. PLEASE UPGRADE TO ALDELO EDC
- All VIRUSES issues will charged \$75 PER HOUR for PHONE AND INTERNET support
- All VIRUSES that requires Reinstalling Operating System will be \$350
- If hardware is over 3-5 years old, we will recommend replacement if they are consistently having problems

For clients that do not have a valid contract, the rates are \$350 for the first hour and \$200 for additional hour. Nights and weekends rates are \$500 for the first hour and \$350 for additional hour. WE RESERVE THE RIGHTS TO CHANGE RATES AT ANYTIME. We reserve the right to refuse service without a service contract. Customers must pay in advance and we do not guarantee any work performed.

Example of technical services: When you have a support contract with us, when you call us, we'll use remote software and also, we'll instruct you to do whatever is needed. If for some reason we are unable to resolve and NEED to go out there, the rates are as

follows, if we are able to resolve everything within one hour, it will be \$100, which includes drive out time, gas, and all toll tags expenses. If it takes us more than two hours, we will inform you and you can tell us what you want us to do.

Example Of RMA: if your hardware needs to be RMA, the fee for one RMA is \$150, which includes us going out there, picking up the unit, replacing with a loaner, then shipping it to manufacturer and then bringing it back. We need the Payment UPFRONT before RMA process begins. NO exception.

Cost of hardware, software, supplies, and services (Plus Taxes)

Hardware:		Software		Services	
All In One Unit	\$1350	Dinerware License	\$795	Network Wiring	\$125
Customer Display	\$150	Dinerware Back office	\$595	Additional Training	\$75/hr
Thermal Printer	\$295	Slipstream*	\$595	Drive Out (1st Hour)	\$125
Kitchen Printer	\$395	Dinerware Credit Card	\$595	Drive Out (2nd Hour)	\$85
Cash Drawer	\$145	Office 2007 BASIC	\$275	Virus Support (online)	\$75/hr
Kitchen Display Unit	\$1350	AVG PRO	\$50	Virus Wipe OS Out	\$350
Dell Server	\$750	TPOS Vault (per Year)	\$395	RMA Hardware Service	\$150
Office Monitor	\$150	<small>* Different CC companies</small>			

Disclaimer: Transtar POS reserves the right to alter or change any pricing, support structure, and or procedures for any and all processes associated with TPOS hardware, software, and services. NO REFUND OR EXCHANGES. ALL SALES FINAL.

www.transtarpos.com