

FastManager Support Plans

THIS PAGE IS ONLY APPLICABLE FOR LITE, PRO OR PREMIER USERS
WHO PURCHASED THE PROGRAM OUTRIGHT
PRIOR TO 2015

Your FastManager license, for your first year of purchase, included a support plan. After the first year, you had the *option* to sign up to either a Basic or Premium Support Plan.

Maintenance Type:		Basic	Premium
Monthly cost, per user—up to 2 users		\$20	\$40
Monthly cost, 3 users and up (Price includes all users)		\$60	\$120
Discounts offered:			
Quarterly (3 months)	5% discount		
Bi-annual (6 months)	10% discount		
Annual (12 months)	15% discount		
Online Manuals and Videos		Y	Y
Downloadable PDF Manual		Y	Y
Program Updates		Y	Y
Unlimited Catalog Downloads		Y	Y
Email Ticketing Support: Email FastManager Support Desk		Y	Y
Support at 888-728-8718, ext. 712		Y	Y
Support via Live Support at www.FastManager.com		Y	Y
1 Business Day Response Time		Y	N
4 Hour Response Time		N	Y
Phone Support		N	Y

- All support incidents *must* originate via the HelpDesk email, the 888-728-8718 number, or the Live Support on our website.
- Support hours are Monday through Friday, 9:00am to 5:00pm Eastern Standard Time
- 4 Hour response time is applicable during normal business hours
- FastManager's complete [Terms and Conditions](#) for Maintenance Support Plans