



## Get the Answers You Need!

### Phone Support

Monday - Friday 8:30 am-5:00 pm EST  
 Toll Free: 866-832-4768 (Press 1)

### About Our Support Services

TDC's Software Maintenance and Support Program is a cost-effective package that includes technical support, and software updates. TDC offers several software maintenance and support options to meet your needs. Typically, software maintenance and support is included in year one when a Freeance software product license is purchased.

### Freeance Mobile - Maintenance and Support Programs for Software Editions

Feature	Pro	Basic	View
Hours of Operation	8 hours/day M-F	8 hours/day M-F	N/A
Length of Service	1 year	1 year	1 year
Product Upgrades	Yes	Yes	No
Products Supported	Freeance Mobile Pro	Freeance Mobile Basic	Freeance Mobile View
Mobile/Web Bundles	Yes	No	N/A
Method of Access	Telephone/Web/E-mail	Web/Email	Web
Remote Access to Support	Yes	No	No
Access to TDC Support Web Site	Yes	Yes	Yes
Access to Live Help Desk	Yes	No	No
Documentation and Manuals	Yes	Yes	Yes
Online Training for New Releases	Yes	No	No
Number of Support Requests	Unlimited	Unlimited	None
Max Number of Support Admins per Server License	3	2	1
Max Number of BlackBerry Users	Unlimited	Unlimited	Unlimited

# We Are Committed to Your Success!

With the purchase of Freeance software, you receive software, documentation, online training tools, and twelve months of support and maintenance. Support personnel are available Monday through Friday 8:00 a.m. to 5:00 p.m. EST. Toll Free: 866 832-4768

## You will enjoy the following benefits:

- 12 months of the latest, full-version upgrades.
- Unlimited support incidents per year.
- Web based training tools.
- On-line Training webinars for new software releases.

## Freeance Mobile - Annual Fees for Software Maintenance and Support

Feature	Pro	Basic	View
Software Maintenance (Upgrades only)	\$3,000	\$750	N/A
Software Support (Support only)	\$2,000	\$750	N/A
Maintenance Support Bundle (Support and upgrades)	\$4,800 (Save \$200)	\$1,400 (Save \$100)	N/A

## Freeance Mobile - For Government Agencies\*

Feature	Pro	Basic	View
Software Maintenance (Upgrades only)	\$2,500	\$500	N/A
Software Support (Support only)	\$1,500	\$500	N/A
Maintenance Support Bundle (Support and upgrades)	\$3,800 (Save \$200)	\$900 (Save \$100)	N/A

\* Fees valid for government agencies in the United States and Canada

## Freeance Web Software - Maintenance and Support Programs

Feature	Web/Direct/AVL
Hours of Operation	8 hours/day M-F
Length of Service	1 year
Product Upgrades	Yes
Products Supported	Freeance Web/Direct/AVL
Method of Access	Telephone/Web/E-mail
Remote Access to Support	Yes
Access to TDC Support Web Site	Yes
Access to Live Help Desk	Yes
Documentation and Manuals	Yes
Number of Support Requests	Unlimited
Access to Live Support Help	Yes
Max Number of Support Administrators per Contract	2

How can we help your business?  
[www.freeance.com](http://www.freeance.com)

## Freeance Web Software - Maintenance and Support Programs

Feature	Web/Direct/AVL
Software Maintenance (Upgrades only)	\$1,250
Software Support (Support only)	\$1,250
Maintenance Support Bundle (Support and upgrades)	\$2,000 (Save \$500)
Mobile/Web/AVL Bundle	\$4,800

## Freeance Web Software - For Government Agencies\*

Feature	Web/Direct/AVL
Software Maintenance (Upgrades only)	\$1,000
Software Support (Support only)	\$1,000
Maintenance Support Bundle (Support and upgrades)	\$1,500 (Save \$500)
Mobile/Web/AVL Bundle	\$3,800

\* Fees valid for government agencies in the United States and Canada