

# Appendix E: Technical Support

Wintix is renowned for being a very robust, flexible software solution for box office ticketing for entertainment venues. However, users need professional, responsive support to maximize their use of the program's features and to answer questions and concerns that arise upon occasion. Having a Center Stage Software Support Contract guarantees that you will be able to obtain help whenever you need support.

## Choose from two types of support contract for Wintix version 5 users:

- 1) Annual: A yearly contract for \$400 for the Standard version; \$600.00 for Wintix with RTT (Real Time Ticketing) or Webtix rental; \$650 for WintixPro; \$1500.00 for WintixPro/Webtix (full license)
- 2) Monthly: A per month contract payable at \$40 per month for Wintix standard users, \$55 for Wintix with RTT or Webtix rental; \$60 per month for WintixPro; \$135 for WintixPro/Webtix users. Payments are done using automated recurring billing setup using your credit card.

## What does a support contract include?

- both email and phone support
- A remote login for a higher level of support
- Free updates
- Discounted upgrades

The annual or monthly support contract covers the "how to's" or problems encountered in using the Wintix box office accounting software. As of Jan.2, 2011, support hours are Monday through Friday between 9 am - 5 pm Pacific time, and on call on weekends.

When you purchase a new installation of the Standard or Pro version of Wintix, you will receive 30 days of free email and phone support.

## Don't have a support contract?

While we highly recommend having a support contract, Per Incident Basis (PIB) support can be obtained for the following rates: **All rates are on a per minute basis with a 10 minute minimum. (Per Incident support applies to phone support only.** Does not include email support, free updates or discounted upgrades). You must provide Center Stage Software with a valid credit card at the time of support. **For remote login support, add \$1.50 per minute to each of the following rates:**

Wintix 5 - \$2.75 p/min

Wintix 5 with RTT: - \$3.00 p/min

WintixPro 5 w/RTT - \$5.25 p/min

Wintix/WintixPro w/RTT (for versions less than 5) - \$6.00 p/min

WintixPro 5 - \$4.75 p/min

WintixPro 5 with Webtix full license – not available

**Dedicated training is a separate service:** If you need time set aside for dedicated training, we are happy to provide that service for a separate per hourly fee. Here are the rates:

\$65.00: One (1) 30 minute incremental phone support by appointment provided by Center Stage Software. This is over and above the annual support contract that is provided first come, first serve. You may order several 30-minute sessions over a period of time..

\$120.00: One (1) hour incremental phone support by appointment provided by Center Stage Software. This is over and above the annual support contract that is provided first come, first serve. You may order several one- hour sessions over a period of time.

To contact Center Stage Software support, email: [support@centerstage.com](mailto:support@centerstage.com) or call 831.920.1254