

Horizon Software

Technical Support Policies & Procedures

Version 090101

Horizon can help you with all issues relating to the installation, maintenance and proper usage of the Custom Proposal System and SmartPartner Software.

Our “Developer Direct” support is unique in the industry and provides you with the highest degree of professionalism, competency and efficiency.

Providing technical support is much more efficient when you are running the current version of our software. Please contact Horizon for the latest upgrades.

We ask that you help us operate in an efficient manner by following our support policies and procedures.

Support by Appointment

- Horizon office hours are **9 am to 5 pm Central Standard Time, Monday through Friday**. Please call Horizon at **715-287-3335** to schedule an appointment and we will be happy to accommodate you.
- Normal Horizon Support is provided by appointment, enabling us to focus on your issue and resolve it in the most efficient manner possible.
- Emergency Support is handled immediately on an ASAP basis.
- All appointments need to be made by phone, because of the unreliable nature and lag time of emails.

Email Support

- We encourage you to email your support questions to us at **horizon@triwest.net**. We will respond in a timely manner.
- If you have an emergency we recommend that you call us instead of emailing, because emails can be unreliable or get delayed.
- Please include the name of your software (CPS or SCPS) and your version number. Please detail all of the steps necessary for us to duplicate your issue and include screen shots, screen titles and button names for clarity.
- Simple emails that can be answered quickly are usually free. Extensive replies are usually charged as normal technical support.

Attending your Appointment

- Clients are required to call Horizon at the reserved appointment time.
- This appointment time has been reserved for you, so we ask that you please call on time. We provide a 15 minute window before we move on to the next call.
- Failure to cancel your appointment in advance will result in a charge of 50% of the reserved appointment time.

Support Fees

- Technical support and training requires professional expertise and this is why we charge for our services and time.
- Horizon never charges for bug fixes in our software. However we do charge for training, data corruption, file damage, computer hardware, operating systems, printers, drivers, and other software.
- Horizon's Technical Support rate is \$3.00 per minute. We charge by the minute so you are only pay for time used.
- Horizon SmartPartners receive a 25% discount on all support services.

Payments

- Horizon support charges are billed directly to your Visa/MC/AMX credit card or paid in advance.
- Horizon does not provide support on credit or send invoices or monthly statements. Your credit card statement is your invoice.

Disclaimer

- Horizon makes the final determination regarding software bugs vs. misuse, computer error or file/data corruption.
- Horizon is not responsible for business or data loss or data corruption regardless of its cause.
- Horizon accepts no liability, actual or implied as a result of using our software, support or documentation.
- Horizon reserves the right to change this support policy and fees at any time without notice.