

Sage Timeslips

Sage Timeslips Billing Assurance Plans

Sage Timeslips Billing Assurance Plans maximize your software investment by giving you access to technical support, data expertise, installation assistance, and online training courses. With two annual Billing Assurance Plans designed with the most frequently requested service options to choose from, you get peace of mind knowing your system will help your business continue to grow and prosper into the future.

Billing Assurance Essential Plan

A basic plan is essential for every Sage Timeslips customer. The Billing Assurance Essential Plan includes:

- **Unlimited Access¹ to Toll-Free Telephone and Email Support.** Whether you need help with an error code or want to know how to use a feature within the software, you'll enjoy speedy, in-depth responses from Sage Timeslips technical experts.
- **Unlimited Access to Tech Tuesday Realtime Learning Courses.** Keep up with the latest technology and services Sage has to offer through online Learning Courses. You'll meet and interact with speakers, consultants, and product experts who can help you get the information you need to get the most out of your Sage Timeslips software.
- **Unlimited Access to Business-Building Workshops.** These webcasts are designed to provide valuable insight into various functional areas across your business—such as sales, marketing, and management—to help your business thrive.
- **Unlimited Access to Live Chat Product Assistance.** Our Support Plans provide you with Live Chat Product Assistance. You'll receive realtime, on-demand help with installation, technical product support, product usage, and configuration. This is an important advantage of our support plans—and one more way that Sage Timeslips helps give your organization the competitive edge.¹

To start or renew your Billing Assurance Plan, call 800-285-0999 or send an email to: TimeslipsSales@sage.com.

¹Customer Support representatives have the right to limit calls to one hour or one incident. Live Chat Product Assistance gives you access to our highly trained technical advisors, but chat is not guaranteed to go to a Tier 2 representative for either Billing Assurance Essential or Billing Assurance Premium plan holders. Live Chat Product Assistance is only available Monday through Friday, 9:00 a.m. – 7:00p.m. ET

²Not all data can be repaired. Data Repair Specialists reserve the right to determine whether the issue can be resolved using internal tools and processes. The Data Repair Service requires that a complete backup of your data be sent to Sage.

Billing Assurance Premium Plan

This is the total support solution if you rely on Sage Timeslips to help you run your business and includes all the benefits of the Billing Assurance Essential Plan, plus:

- **Unlimited Access¹ to Tier 2 Support Representatives.** When you need an answer, you want it fast. With the Billing Assurance Premium Plan, you get direct access to our most tenured Support Representatives who can not only answer your questions, but also have the ability to perform minor data repairs utilizing remote access to your system, if needed.
- **Installation and Upgrade Assistance.** Whether you're just getting started with Sage Timeslips or upgrading a prior version, you'll appreciate the installation and upgrade assistance that comes with your Billing Assurance Premium Plan. This benefit includes one scheduled outbound support call to assist with your installation and configuration of Sage Timeslips as well as a conversion of a prior Sage Timeslips database.
- **Sage Timeslips Tutor.** Get the most from your Sage Timeslips software through interactive online group training sessions. Two one-hour scheduled sessions are included with the Billing Assurance Premium Plan each year. Use these sessions to learn more about specific Sage Timeslips features or become better versed at utilizing functions you use regularly.
- **Unlimited Minor Data Repairs.** Need help with a minor data issue? With the Premium Plan, you'll have access to unlimited minor data repairs (repair level to be determined by Sage support representative). A value of up to \$150 for each instance, these repairs can be provided during the initial call in most cases. Appointments may also be scheduled.
- **Data Corruption Repair.** No one wants to think about facing a case of high-severity data corruption (repair level to be determined by Sage support representative), but you can enjoy peace of mind knowing that we'll repair your database and have it back to you within ten business days of receipt. A \$250 value, one instance of Data Corruption Repair is included with the annual Billing Assurance Premium Plan.²

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