



Computer World Inc. Annual Software Support Agreement

Computer World now offers several levels of software support to assist with keeping the cost of running your restaurant lower while making sure all your software issues are taken care of quickly and efficiently.

Our Software Support Agreements includes assistance with Aloha POS and Aloha EDC problems such as:

○ Aloha issues including but not limited to: – End of day not processed – Help with adding new items or employees – PCI Security Standards password changes – Reporting – Other software issues	○ Problems with EDC such as: – Credit cards not processing – Patches that will not settle – Tips not entered – Duplicate batches – Other credit card issues
○ Aloha Takeout ○ Other NCR provided software solutions	○ Fingerprint scanners ○ Order Confirmation Displays

Issues pertaining to the Aloha Cloud products (Stored Value, Loyalty, Restaurant Guard, Pulse, Insight, etc.) will be directed to Aloha support. [1-800-79-ALOHA](tel:1-800-79-ALOHA) or CloudappsSupport.smb-texas@ncr.com.

Exceptions to Support Agreement with No Coverage

- Major database changes/additions, Computer World will only provide training for manager to implement
- Problems with any computer that Aloha is not installed on
 - Workstations
 - Camera systems
 - Sound systems
- Assistance with third party software not sold by Computer World
 - Microsoft Office
 - iTunes
 - Data Backups
 - Electronic Signage
 - QuickBooks
- Virus, spyware, malware removal on any computer, Aloha or otherwise
- Issues arising from acts of nature including fire, hurricanes, lightning, power outages, tornadoes, and floods

Terms and Conditions

- Software support plans are only for customers running Aloha version 6.7 and above. The software version can be found in Aloha Manger under Help and About. If you are running a version lower than 6.7 please consider upgrading. Remote support to lower versions will be cut off on January 1st, 2021 due to PCI compliance reasons and all support will have to be done over the phone and on site.
- Upgrades to the Aloha Software version are not included when moving up to a higher version than what the site is eligible for, this will be invoiced separately.
- No software support plan will make you PCI compliant, this requires that many separate factors are met from a broad security standpoint.
- **Updated pricing effective January 2023.**
- Payments can be in the form of a check, credit card or thru QuickBooks Invoice online.

Our billing cycles for All Software Support Agreements are January - June & July - December. If a response to this form is not received within 30 days after receipt of invoice, Computer World will assume no software support plan was desired and will bill for any and all calls at our standard labor rate.



Computer World Inc. Annual Software Support Agreement

Standard Rates for Labor and Travel

Day/Time	Labor	Travel
Monday – Friday, 8AM – 5PM	Min. \$110/Hour	\$85/Hour
Monday – Friday after 5PM & all day on Weekends	Min. \$165/Hour	\$135/Hour

Software Support Plans (Choose One)

	Level 1: \$2,000	○ 24/7 Aloha Software Support ○ 24/7 Computer World Help Desk ○ Complimentary Labor on installation of new or RMA terminals, servers and printers purchased from Computer World only ○ Labor related to hardware issues will be billed separately at our standard rates
	See Billing Cycle Note Below	
	Level 2: \$1,500	○ 24/7 Aloha Software Support ○ 24/7 Computer World Help Desk ○ Labor related to hardware issues will be billed separately at our standard rates
	See Billing Cycle Note Below	
	Level 3: \$1,000	○ Monday – Friday, 8AM–5PM Aloha Software Support ○ Monday – Friday, 8AM–5PM Computer World Help Desk (All calls Monday – Friday after 5pm, and all day on the Weekends will be billed at standard rates) ○ Labor related to hardware issues will be billed separately at our standard rates
	See Billing Cycle Note Below	
	No Software Support	○ All calls to Computer World will be billed at our standard Labor rates ○ Labor related to hardware issues will be billed separately at our standard rates

Software Support Agreement

I, _____ of _____ agree to enroll in the software support plan chosen above, (or refuse a software support plan) with Computer World.

I agree to pay for the above software support plan by:

- ☐ Check mailed to the office: Computer World Inc, PO Box 490, Scott, LA 70583
- ☐ Check or cash dropped off to the Computer World office
- ☐ Credit card called into our office: 337-234-3071

PLEASE ADD SALES TAX TO THE TOTAL.

Once filled out this form may be sent to Computer World by:

- Email: donna@computerworldinc.net
- Fax: 337-234-4012
- Mail: Computer World Inc, PO Box 490, Scott, LA 70583

Our billing cycles for All Software Support Agreements are January - June & July - December. If a response to this form is not received within 30 days of receipt of invoice, Computer World will assume no software support plan was desired and will bill for any and all calls at our standard labor rate.