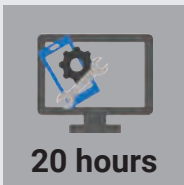
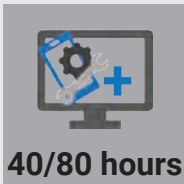


Support Contract Options



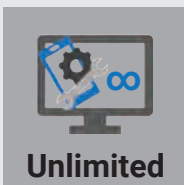
STANDARD

A *Standard Contract* is added by default to each install. This contract covers typical questions and concerns based on operators learning a new system as well as minor changes and/or additions to the system.



STANDARD PLUS

A *Standard Plus Contract* is purchased for reserving hours for questions, changes and issues that may come up during the year. This contract level includes a support portal with knowledge base articles.



UNLIMITED

An *unlimited contract* provides hours for process changes and support needs throughout the year. As well as all the issues listed above. .

**24/7 or After Hours support is only reserved for immediate downtime situations.*

M-Tech Support is remote support through phone, email, and remote access where applicable. M-Tech Support Contract options can be adjusted based on your company needs. We have three starter packages to select. We require every project to purchase a **Standard Contract** to get their operators started. We recommend reserving additional time to make sure we have reserved hours for your issues to save downtime.

Contact Service Today

If you would like to start a new contract or expand your current contract, contact M-Tech Support.



**service@mcri-us.com
419-334-5886 ext 3**