

sage Timeslips

Business Care

When you purchase a standard Sage Timeslips license, you can choose to add Sage Business Care. Sage Business Care is an annual subscription that includes support access¹ and product updates for the life of the subscription, as well as access to product education. You must initially buy a currently supported Sage Timeslips license in order to purchase Sage Business Care, as it is not included.

| Feature | Silver | Gold | Platinum |
|---|------------------|------------------|-----------|
| Sage Timeslips upgrades and service releases | √ | √ | √ |
| Unlimited access to customer support | | | √ |
| Access to customer support | 3 incidents/year | 6 incidents/year | unlimited |
| Custom Private Tutoring Session (Limit two one-hour sessions annually) | | √ | √ |
| Minor data corruption repair² | | | √ |
| Major data corruption repair (one incident/year) ² | | | √ |
| Electronic billing | | | √ |

¹ Support provided for currently supported products only. Customer service representatives have the right to limit calls to one hour or one incident.

² Not 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.