



CSMi's SportsWare Support Policy

1. Products Covered

- 1.1. Support Plans are limited to the current SportsWare release and the two previous releases (SportsWare2009, SportsWare2008 and SportsWare2007).

2. Free Support for Initial Installation and Installation of Upgrades

- 2.1. Registered SportsWare users are eligible to receive free email or telephone support for **90 days** in the following areas:
 - 2.1.1. **Installation Assistance.** Covers initial installation and activation at the time of purchase.
 - 2.1.2. **Upgrade Assistance.** Covers importing previous SportsWare data to the current version.
- 2.2. You will be required to provide purchasing information when requesting the free support described here. The technical support representative will determine whether your issue is covered by this free support policy.

3. Free Support from the Program's Help Function

- 3.1. SportsWare has extensive built-in help resources. Use the Help feature to:
 - 3.1.1. Find answers to questions about program.
 - 3.1.2. Troubleshoot technical issues.
 - 3.1.3. Learn more effective and efficient ways to use the program.
- 3.2. To access SportsWare's Help Section, select **Help, Contents**.

4. Free Support from the SportsWare User Manual

- 4.1. Some users prefer working from a printed manual. The SportsWare user manual is installed on your computer during installation. To print the user manual, select **Help, User Manual**. Note: You need Adobe Acrobat Reader to view the User Manual.

5. Free Web-based Support

- 5.1. CSMi offers a number of free web-based support tools:
 - 5.1.1. **Program Updates.** Updates to SportsWare are posted on our website. To keep your SportsWare program up-to-date, from the SportsWare menu, select **Help, CSMi Home Page, Service and Support, Software Downloads**.
 - 5.1.2. **Documents.** Visit www.csmisolutions.com. From the Website, select **Service and Support, SportsWare** to access a list of Frequently Asked Questions and steps to resolve common error codes.

6. One-Year Support Plan - \$150.00

6.1. If you want to work directly with a SportsWare Support Representative, our One-Year Support Plan may be your answer. The Plan provides:

6.1.1. 12 months of coverage beginning at the time of purchase.

6.1.2. Support for up to six (6) incidents via Phone, FAX, or e-mail.

7. Per-Incident Support Plan - \$50.00

7.1. If you are not covered by our annual paid support program and require support we offer a per incident program. The Plan provides:

7.1.1. Support for a single incident via Phone, FAX, or e-mail.

8. Password Recovery - \$25.00

8.1. If you are not covered by our paid support program and forget the password to your SportsWare Database, a SportsWare Technician will walk you through the process to recover your password.

9. Please Note:

9.1. Terms, conditions, support features, pricing, and support availability are subject to change at anytime without notice. Support plans are available only to registered users of the current and two previous SportsWare releases (**SportsWare2009, 2008 and 2007**).

9.2. CSMI reserves the right to limit each telephone call to one hour and to limit each contact (telephone, FAX, or e-mail) to one incident.

9.3. An incident is defined as (a) a single issue or problem that a Plan member asks a support representative to analyze or resolve, (b) a product-usage question that involves a single topic on a drop-down menu or one SportsWare report, or (c) a single question on a specific SportsWare topic. The technical support representative will determine how many incidents will be handled during the course of the telephone or electronic contact.