

# Service Pack

## One Year Service – Support – Maintenance Policy

(Includes all upgrades & enhancements released during licensing period)

**\$3,200 Value**

Your Price **\$995** for one full year

### INCLUDES:

1 year software license	
Unlimited Email Support	\$300
Virtually Unlimited Phone Support	\$1,250
12 Backups to Our Server (Protection against <b>Major Catastrophe</b> . Automatically backs up your entire Roughneck Derek Data away from your site to Roughneck's home office)	\$500
Upgrades and Enhancements (Includes all upgrades & enhancements released during licensing period)	\$650
\$500 off any/all additional programs, New or Old	<u>\$500</u>
Total Value	<b>\$3,200</b>

Restrictions apply – Unlimited Email Support and Phone Support available Monday through Friday 8:30 am – 5 pm during working hours only. Unlimited Phone Support up to four hours per week and cannot be accumulated outside of the current week. Company Credit to be used within the year of service towards any additional module, and cannot be used towards Service Policy or carried to the next year.

**Roughneck Systems, Inc.**  
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