

Service Pack

One Year Service – Support – Maintenance Policy

(Includes all upgrades & enhancements released during licensing period)

\$1295

Over a \$3000 Value

Includes:

- **1 Year Software License**
- **Unlimited Email Support**
- Virtually **Unlimited Phone Support**
- Remote Technical Support Service
- **12 Stored Backups** to Our Server
 - Emergency Backup – Protection against Major Catastrophe. Backup your Roughneck Derek Data away from your site to Roughneck's home office
- Upgrades and Enhancements
 - Includes all upgrades & enhancements released during licensing period
- **20% Loyalty Discount** off any/all additional programs, New or Old

Important reasons to renew your Service Pack:

- Tax Tables usually change each year
- Up to date federal 1099 and W2 form changes
- E-File changes take effect for each new filing year for 1099's and W2's
- Unlimited Customer Support
- Important Software Updates

Restrictions apply – Unlimited Email Support and Phone Support available Monday through Thursday 8:30am -5:00pm and Friday 8:30am – 4:00pm during working hours only. The Loyalty Discount is to be used within the year of service towards any additional module, and cannot be used towards Service Pack or carried to the next year.



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