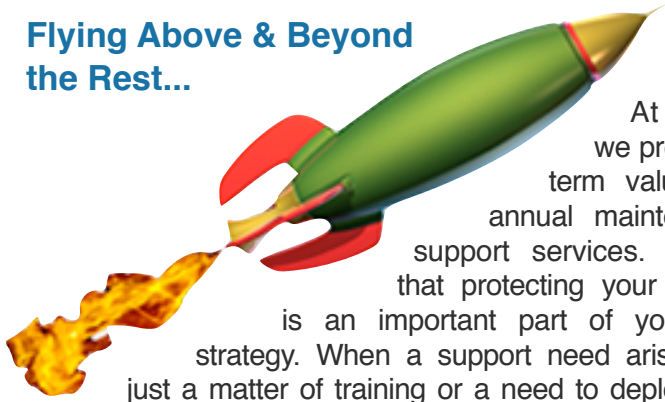




## Annual Maintenance and Support

*Service and Support*

### Flying Above & Beyond the Rest...



At FileOnQ™ we providing long-term value with our annual maintenance and support services. We believe that protecting your investments is an important part of your business strategy. When a support need arises, whether just a matter of training or a need to deploy additional functionality, FileOnQ™ is committed to providing the highest level of support that is possible. We are committed to personal customer care combined with the latest support technologies to ensure we deliver the lowest cost of ownership and the highest productivity gains on the market today.

With our Annual Maintenance and Support plan, **unlimited support is provided directly from FileOnQ™** via our 800 number, email, and our online meeting center and support capabilities. Below are a few examples from our customers appreciate and **praise** the support that FileOnQ™ provides and the fact that we provide support every step of the way.

### Why Renew?

Our customers find that renewing their annual maintenance and support provides value that far exceeds the annual renewal fee. No matter what your future needs may be, we will provide you with on-going training, technical support and professional services. Our commitment is for our customers to enjoy long-term satisfaction and improved personal and organizational productivity.

### What's Included...

- Free - In-version upgrades
- Free - Telephone support
- Free - Extended email support
- Free - Monthly online (WebCast) training
- Free - Internet Web Support Services
- Free - Live interactive online troubleshooting
- Free - Interactive online refresher training
- Onsite support – Discounted 50%
- Professional Services – Discounted 50%

### We are Committed to You

At FileOnQ™ we are committed to do everything necessary to ensure our customers complete satisfaction both upon your initial implementation and long into the future. We invest hundreds of thousands of dollars each year to enhance and improve our products. We not only provide you with an unlimited amount of product support, but also provide in-version **software upgrades and enhancements** and **monthly online WebCast training** during the term of the contract.

### Customer Quotes

"We have used FileOnQ™ for over three years. After seeing and talking with other departments that have QueTel or the Beast I know that we made the right decision. One of the best features is the service you receive after the purchase." **Property Officer, Paul Kreinheder, [Murrieta Police, CA](#)**

"From the initial contact to the final installation and training, we experienced consistently high professionalism and expertise in all the divisions of FileOnQ™.... We heartily recommend FileOnQ not only for this program, but also for their excellence in customer service." **Chief of Police, Steve Roos, [Idaho Falls Police Department, ID](#)**