



# MPP – Micro J Partnership Program

## Comprehensive Support and Maintenance for PcHunter and Tempus Fugit

The Micro J Partner Program is referred to and most commonly, as MPP (also may be called the software maintenance agreement, support agreement, support contract). Virtually all software companies offer some form of maintenance for their products to their customers. Our MPP plan addresses two main issues, technical support in the use of the Micro J Systems products, and the annual software updates or upgrades.

MPP Subscriptions are offered in terms of 12 months, once activated by payment in full an MPP remains valid for the Micro J customer to whom it was issued, if additional user licenses are purchased for the site during the year they are covered by the existing MPP agreement. When the account is invoiced for renewal all of the licenses at a site are counted to calculate the renewal fee at the time of the annual billing.

### Your annual MPP contract includes the following:

#### **Unlimited Toll Free Telephone Support**

MPP provides one year of unlimited technical support on MJS Software related technical issues from 6:00 AM to 5:00 PM, Monday through Friday, PST.

#### **FREE\* Updates & Enhancements**

Your MPP subscription guarantees that you receive free updates and enhancements to RMS or Tempus for a full year. (Please note that Free updates and enhancements to PcHunter and Tempus Fugit do not include upgrades to new or improved versions of Omnis or other bundled programs).

#### **MPPOnline and KnowledgeBase® (NEW!)**

Your passport to self guided support 24 hours a day, 7 days a week featuring; online user manuals, FAQ answers, white papers, how-to articles, downloads and a topic search engine for quick results. Your MPP must be current to log-on.

#### **Electronic News Briefs (NEW!)**

Featuring Updates about the company, the software and opportunities to volunteer for beta test, groups and contribute suggestions for future product enhancements.

#### **Discounted Services**

All current MPP subscribers enjoy a 10% discount on customized training.

#### **Web Support Session**

Our techs can “see” your system via an online meeting connection for rapid diagnostics.



#### **Micro J Systems, Inc.**

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