



## 2017 JCG Support Services Package – Renewal

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The JCG Support Services Package Renewal is a 12-month renewal of the JCG Technical Support Package that you purchased at the time of your initial installation and training.

The JCG Support Services Package Renewal includes the following:

- Free software update/upgrade to latest version, at time of receipt of SSP Renewal Payment.
- Unlimited calls (operational and technical) from 8am to 5pm AZ MST, excluding JCG holidays and weekends. (Please direct calls to Peter Chave, JCG Manager of Customer Support, Direct Mobile Line: (602) 758-1067.
- Electronic logging of issues and questions (email & Web) 24 hours per day.
- On-line access to all released Technical Support memos.
- On-line access to product documentation.
- Software fixes via electronic download.
- Any replacement hardware needed is sold at a discounted price.

The JCG Support Services Package is a support services package. All JCG supplied software products installed at the site are eligible for technical support.

All products must be registered with JCG to be eligible for support.

Please do not hesitate to contact me if you have any questions or require any additional information.

Best Regards,

*Mary Jo Schmenk*

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