



Is development covered by a support plan?

Our standard support plans do not cover the actual development work but we can review your needs with you, suggest a solution and work with our developers to provide an estimate for the modification. The Platinum 10 Plan includes 10 hours of development work monthly.



Is training covered by a support plan?

Yes. Under this agreement, short remote training sessions (2 hours or less) are included.



Can support plans be changed or canceled?

This agreement will remain in force for a period of six (6) months from the effective date. The agreement will automatically renew for an additional one (1) month period, unless terminated by either party in writing sixty (60) days prior to the renewal date.



How many people can call for support?

The number of authorized users is determined by the support agreement executed by the Client. ArcherPoint assumes all authorized users not only have authority to contact ArcherPoint to initiate services, but also have authorization to make changes to the Client's Dynamics NAV system. It is the Client's responsibility to provide and maintain the list of authorized users to ArcherPoint, including current contact information for all authorized users.



How do I get after hours support?

All ArcherPoint support plans provide for 24/7 support by calling 866-343-4517. Any services delivered outside the customer service team will be billed at normal after hours rate of time and a half.