



KTL ENHANCEMENT PLAN INFO

What does the Enhancement (ENH) Plan mean? How can you benefit from it? And, why is it important to stay up-to-date with your plan? Learn about **KTL Product Enhancement Plan** benefits.

WHAT THE KTL ENHANCEMENT (ENH) PLAN MEANS

Customers must be current with their KTL ENH Plan in order to benefit from this cost savings. The ENH Plan fees provide End Users with the following benefits:

- Product Upgrades
- Product Fixes
- Product Enhancements
- Unlimited Product Support

* Support Incidents are restricted to supporting KTL products only.

HOW YOU BENEFIT FROM THIS

Upon initial purchase, the customer is required to pay the first year's Enhancement fee of 20% of the product's list price.

Keeping the enhancement current will assure that your End Users will be functioning with the most up-to-date features of our software. The enhancement renewal for each year hence forth is 20% of the current list price of the software.

WHY IT'S IMPORTANT TO STAY UP-TO-DATE WITH YOUR PLAN

KTL product support includes assistance through our client support portal with problems related to the KTL products. If you are not up-to-date with your enhancement fees, it may be possible that KTL Solutions' consultants may not be able to resolve your issues.

Support may include questions about installation, functionality, features, operation, and proper use. Assistance with errors that arise during the use and operation of a KTL product are also covered by our support plan, as long as those errors are directly related to the use or operation of the KTL product. Support does not include assistance with problems arising from networking or system issues not related to the KTL product including, but not limited to, problems with system resources, system limitations, data corruption, or other errors unrelated to the KTL product. Nor does it include changes or modifications to the KTL product or any direct manipulation of customer data or files.

Our unlimited support offer is valid only to those who are current with their KTL Enhancement Plan fees. Those who are not current, please contact Kimberly Lally at klally@ktlsolutions.com to find out how you can get back on track.



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