



# VeriFone PC Payments Software Support Policy Information

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Revision Date: February 4, 2010

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## CONTACT INFORMATION

### Technical Support Hours

- 24 hours a day / 7 days a week

### Technical Support Contact Information

- PCCharge Toll-free Technical Support Line: (877) 659-8981
- PAYware PC Toll-free Technical Support Line: (800) 545-5557
- E-mail address: [support@verifone.com](mailto:support@verifone.com)

## VERIFONE TECHNICAL SUPPORT BENEFITS

- **Full technical support services 24 hours a day, 7 days a week**
- Professional and courteous support technicians
- PA DSS 1.2 for both PCCharge and PAYware PC
- FREE software upgrades (for Support + Software Maintenance customers only)
- Support for Windows 7 Edition (Excluding home editions)
- Full support coverage for one full year from date of activation

## VERIFONE PC PAYMENT SOLUTIONS SUPPORT OPTIONS

VeriFone offers 2 different support options for our PC Payments software products (**PCCharge** and **PAYware PC**). Creating multiple options provides our merchants the flexibility to select only the specific level of support their business requires, helping to ensure consistent, quality support for our customers. Our support level options are 1) **Support + Software Maintenance**, or 2) **Support Policy (Helpdesk Only)**. The table below provides the benefits of each.

Support Policy Options	Installation and Setup	24 x 7 Support	FREE Software Upgrades	Most up to date validated PA DSS version of Software
Support and Software Maintenance Policy	•	•	•	•
Support (Helpdesk Only) Policy	•	•		

### FAQ'S

**Q:** Does VeriFone still require I purchase a support plan with every new copy of **PCCharge** and **PAYware PC**? How does this benefit me?

**A:** The answer is yes. You have two options to choose from with the initial purchase of software. We are changing the way we license and sell **PCCharge** and **PAYware PC** support so that we can provide first-rate technical support to every **PCCharge** and **PAYware PC** end-user. Merchant benefits include:

- **Comprehensive technical support 24 hours a day, 7 days a week.** This includes email and phone support for each support plan offering.
- **2 Support option levels to provide just the level of support you need.** Option one is the Support and Software Maintenance Policy and Option two is Support (Helpdesk) only.

**Q:** When does this new plan take effect?

**A:** February 1, 2010.

**Q:** What happens if I do not have a support contract?

**A:** You can renew support contract if it is within 45 days from the date of your support policy expiration date.

**Q:** What happens if I do not renew my support contracts before the expiration date?

**A:** VeriFone is introducing a 45 day grace period from the date of support policy expiration for renewal. If the contract has not been renewed within the grace period, the service cost will be increased. **This applies only to the late renewal of the new support policies effective February 1, 2010. There will be no late renewal fees for any contract purchased prior to February 1, 2010.** If the renewal is completed within 45 days, the support expiration date will not change. If you renew the following year before support expiration or within the 45 day grace period, you will be able to renew at the standard price.

**Q:** What happens if I have an existing support contract?

**A:** VeriFone will continue to support you under this plan until it is time to renew. You will immediately gain the added benefit of 24x7 support.

**Q:** How do I transition from the Support (Helpdesk Only) policy to the Support + Software Maintenance policy?

**A:**

1. Transition of **EXISTING** Standard Support (Helpdesk Only) to Support + Software Maintenance for PCCharge users:
  - Pay a conversion fee of \$100. Your current expiration date will remain the same. It will not change the expiration date.
  - Purchase new Support + Software Maintenance plan for \$229. This will start a new support contract which will expire 1 year from date of purchase.
2. Transition of **EXISTING** Standard Support (Helpdesk Only) to Support + Software Maintenance for PAYware PC users:
  - End-users who are under current (pre February 1, 2010) Support policy will continue to receive upgrades for PAYware PC support policy until the expiration of their support contract. At that time they may choose to purchase Support (Helpdesk) Only or Support + Software Maintenance policy.
3. For any contract purchased after February 1, 2010, there will be no conversion for the new support contracts. Merchants who wish to convert from the **NEW** Support (Helpdesk Only) to Support + Software Maintenance Policy will have to purchase the full Support and Software Maintenance Policy which will begin on that date of purchase.

**Q:** Why do we charge a higher price for lapsed coverage?

**A:** The higher price is in place to dissuade merchants from allowing their support contracts to expire/lapse. We have found greater customer satisfaction for merchants when support contracts are maintained consistently.

Q: How do I obtain my entitled upgrade when I purchase support with software maintenance?

A: Simply place an order for Support + Maintenance and include **100UG4U0001 (Pro) or 100UG4U2001 (Payment Server)**. Please specify physical shipment or FTP delivery for PCCharge upgrades. PAYware PC will automatically install the upgrade for you and an order will not be required.

When new upgrades are released, which you are entitled to receive under your support policy, you will still need to place an order with Sales using the upgrade part numbers listed above to obtain your upgrade.

## PRICING

*NOTE: VeriFone reserves the right to revise its technical support programs and policies at any time.*

### Support Options

Support for end-users includes installation, set-up, merchant operational questions, and configuration of new features via telephone or email.

Support Policy Options	Installation and Setup	24 x 7 Support	FREE Software Upgrades	Most up to date validated PA DSS version of Software	VeriFone List Price
Support and Software Maintenance Policy	•	•	•	•	\$229 per year
Support (Helpdesk Only) Policy	•	•			\$139 per year

### Additional Pricing

Support Policy Options	Installation and Setup	24 x 7 Support	FREE Software Upgrades	Most up to date validated PA DSS version of Software	VeriFone List Price
Migration from Standard Support to Support + Software Maintenance (previous list price of \$129)					\$100
Support + Software Maintenance renewal after 45 day grace period					\$279
Standard Support renewal after 45 day grace period					\$189