



Center Stage Software Service Contract Provisions For Wintix/Webtix 6 Clients

Support for Wintix and Webtix v6 is solely provided by Center Stage Software.

Phone support hours are from 9 am to 5 pm Pacific Time, Monday through Friday and **on call Saturdays and Sundays, for emergencies only**. Below is the contact information:

Phone: 831-583-0641 – CA Headquarters & Administration
Support: 831-920-1254 - Main Support Phone Number
Fax: 831-583-0643
Email: info@centerstage.com
Website: <https://centerstage.com>
Address: 1191 Luxton Street, Seaside, CA 93955

To keep your software and service fully up-to-date and current, support contracts should be renewed prior to expiration of contract.

A service contract includes:

- Email and phone service during regular business hours. Support staff is available on **weekends for emergencies, only**.
 - **An emergency means you can't access the Webtix version 6 online ticketing service.**
- Remote login for a higher level of service.
- Free updates.

Please indicate which Service Contract you agree to purchase and choose how you wish to pay:

On an annual basis*

On a monthly basis*

Prepayment check

Automated Recurring Billing using credit card (contact Center Stage Software for more information)

E-check

Paying in full using credit card

Direct Deposit via Electronic Funds Transfer or ACH (Automated Clearing House)

Your currency _____ (USD, CDN, AUS, EURO, other)

* Annual and monthly Service Contracts must be purchased at least 48 hours in advance of support.

This agreement is between Center Stage Software and _____.
Name of organization

Said organization's Wintix/Webtix support contract is effective starting _____ and ending _____. Renewing or canceling of said contract rental must be received 15 days prior to end date. **Please complete the starting and ending date of when you would like said contract to begin.**

Center Stage Software will send you an invoice after we receive notification of which Service Contract you are choosing.

Name of Client's Representative

Date

Organization

What does my service contract cover?

The annual contract covers the "how to's" and/or issues encountered using the Center Stage Software products. Service includes:

1. Phone and email instructions on how to use the various features of the software.
2. Assistance in making minor modifications for existing seating plans in the software.
3. Fixing of any error messages that occur when using the software.
4. Fixes required due to error messages or malfunctioning of reports or features.
5. Assistance connecting thermal printers and thermal printer drivers with Center Stage Software products.
6. Installation of the Wintix software on four computers or less. For more computers, there is an extra charge or we can email instructions for self-installation.
7. Installation of MySQL on one computer, when necessary.
8. Maintenance of remote database and Webtix servers for Webtix clients.
9. Assistance setting up first season and running accounting reports for reconciliation purposes.

What does my service contract NOT cover?

If you need assistance for additional services, Center Stage Software will email you a quote to cover services for specific IT or system administration work.

1. Scheduled one-on-one phone conferencing tutorials on how to use Center Stage Software products.
2. Input of events, dates of performances, price categories, and prices into Wintix software.
3. Customization of Wintix software.
4. Customization of software reports, forms, and ticket templates.
5. Creating and implementing new seating plans for both in-house and online software applications.
6. Building of multi-charts.
7. Mapping coordinates of multi-charts and creating display graphics for Webtix online ticketing software.
8. Installation of Center Stage Software products on more than four computers.
9. Installation or re-installation of MySQL on local server or workstation after the initial installation of Wintix as a new installation or upgrade.
10. Re-conversion of database to current releases of Center Stage Software products.
11. Webtix code and shopping cart customization (including customization of emailed receipts).
12. Installation of ODBC connectors on additional workstations.
13. Re-installation of printer drivers for new computers/workstations.
14. Importing data from a database into Wintix/ MySQL fields.
15. Assistance in working with your IT staff, web designers.
16. Assistance in working with your merchant processors for questions or problems dealing with credit card processing.
17. Providing specific PHP files and assistance modifying them for branding of Webtix shopping cart.