



Center Stage Software Service Contract Provisions For Wintix/WintixPro/Webtix 5 Customers

Support for Wintix/WintixPro and Webtix 5 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: 831-920-1254 (main support number) or 831-583-0641
Fax: 831-583-0643
Email: support@centerstage.com
Website: 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 annually. A service contract includes:

- Email and phone service during regular business hours. Support staff is available **before and after regular business hours or on weekends for emergencies, only**.
 - **An emergency means you can't sell or print tickets, you can't access Wintix, or your Webtix online ticketing site is down.**
- Remote login for a higher level of service.
- Free updates.
- Monthly newsletters with helpful how-to's and important update information; interactive Help Desk blog; and User Forum.

Please indicate which Service Contract you agree to purchase and how you wish to pay ([to view pricing, click here](#)):

- On an annual basis*
 On a monthly basis*
 On a per incident basis**

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

** For per incident support, an invoice will be emailed with a payment link after support has been provided.

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. **For annual or monthly support, please complete the starting and ending date of when you would like said contract to begin.**

Method of payment will be (choose one):

- Prepayment check
- Automated Recurring Billing using credit card (to discuss terms, contact Center Stage Software)
- Paying in full using credit card via payment link provided by Center Stage Software
- Direct Deposit via Electronic Funds Transfer (EFT, ACH or E-check)

(Purchase orders not accepted)

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

Name

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 Wintix and Webtix software.
2. Assistance with minor modifications of 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. For thermal ticket printers or thermal receipt printers purchased directly from Center Stage Software, we provide assistance connecting the Wintix software to thermal printer and receipt printer drivers. We also provide assistance configuring printer drivers when tickets or labels aren't printing correctly in Wintix.
NOTE: we cannot guarantee that we can successfully install all printer drivers on all different operating systems. For instance, if client has a very old printer with Windows 10, there may be a problem. Also, there may be instances where Center Stage Software doesn't have permission in Windows to install printer drivers. In this case, client will need to hire onsite IT personnel.
6. In the case where a ticket or receipt printer driver is deleted by Microsoft Windows OS 10, Center Stage Software will re-install the printer driver. Center Stage Software will provide this re-installation service only once. If this service needs to be repeated, we will provide an invoice for this service.
7. Installation of the Wintix/WintixPro software on two computers.
8. Installation of MySQL on one computer.
9. Providing specific PHP files to modify/brand the Webtix shopping cart for subscription users.
Assistance in designing or writing of html/php code is NOT included in the support contract.
10. Provide specific PHP files and additional files for branding of Webtix shopping cart **for Webtix Full License users only. Assistance in designing or writing of html/php code is NOT included in the support contract.**
11. Maintenance of remote database and Webtix servers for Webtix Rental clients and Webtix Full License users for whom we are hosting their data and Webtix software.

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/WintixPro software.
3. Customization of Wintix/WintixPro software.
4. Reinstallation of thermal ticket and/or thermal receipt printer drivers within the Microsoft operation system (Windows 10). See item number 5 under "What does my service contract covers." If this service is needed, we will provide an invoice for this extra service.
NOTE: we cannot guarantee that we can successfully install all printer drivers on all different operating systems. For instance, if client has a very old printer with Windows 10, there may be a problem. Also, there may be instances where Center Stage Software doesn't have permission in Windows to install printer drivers. In this case, client will need to hire onsite IT personnel.
5. Customization of software reports, forms, and ticket templates.
6. Creating and implementing new seating plans for both in-house and online software applications.
7. Building of multi-charts.
8. Mapping coordinates of multi-charts and creating display graphics for Webtix online ticketing software.
9. Installation of Center Stage Software products on more than two computers.
10. Installation or re-installation of MySql on local server or workstation after the initial installation of Wintix as a new installation or upgrade.
11. Re-conversion of database to current releases of Center Stage Software products.
12. Installation of SSL certificates.
13. Webtix code and shopping cart customization (including customization of emailed receipt)
14. Installation of ODBC connectors on additional workstations.
15. Re-installation of printer drivers for new computers/workstations.
16. Importing data from a database into Wintix/WintixPro MySQL fields.
17. Assistance in working with your IT staff, web designers.
18. Assistance in working with your merchant processors for questions or problems dealing with credit card processing.
19. Providing assistance in designing and/or writing specific PHP/HTML scripts for branding of Webtix shopping cart (Webtix Subscription and Full License Users).

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