

VeriFone PC Payments Software Support Policy Information

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CONTACT INFORMATION

Technical Support Hours

- 8:00 AM to 10:00 PM EST Monday - Saturday

Technical Support Contact Information

- **PCCharge** Toll-free Technical Support Line: (877) 659-8981
- **PAYware PC** Toll-free Technical Support Line: (800) 545-5557

VERIFONE TECHNICAL SUPPORT BENEFITS

- Full technical support services 8:00 AM to 10:00 PM EST Monday - Saturday
- 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 Editions (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). Having 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) **Standard Support (Helpdesk Only).**

The table below provides the benefits of each.

Support Policy Options	Installation and Setup	8:00 AM to 10:00 PM Eastern Monday - Saturday	FREE Software Upgrades	Most up to date validated PA-DSS version of Software
Support and Software Maintenance Policy	•	•	•	•
Standard Support (Helpdesk Only) Policy	•	•		

FAQ'S

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

A: Yes, every copy needs it's own support plan. We would like all our customers know that they have support whenever they need it. We have found greater customer satisfaction for merchants when support contracts are maintained consistently.

Merchant benefits include:

- **Comprehensive technical support 8:00 AM to 10:00 PM EST Monday - Saturday.** 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
 - Option two is Support (Helpdesk) only.

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

A: You will need to purchase the Support + Software Maintenance plan. This will start a new support contract which will expire 1 year from date of purchase.

Q: How do I obtain my upgrades when I purchase a Support with Software Maintenance policy?

A: To obtain your entitled PCCharge upgrade, please contact our sales department @ 1-800-725-9264 option 1.

*Note: All software upgrades are subject to a \$11.00 handling fee and any shipping cost plus any applicable state taxes.

**Applicable Sales Tax will be added when product ships.

PAYware PC will automatically install the upgrade for you and an order is not required.

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	8:00 AM to 10:00 PM Eastern Monday - Saturday	FREE Software Upgrades	Most up to date validated PA DSS version of Software	VeriFone List Price
Support and Software Maintenance Policy	●	●	●	●	\$255 per year
Standard Support (Helpdesk Only)	●	●			\$155 per year

Pricing is for renewing a support policy that has not yet expired.

Q: What if my current support policy has expired?

A: We allow a 45 day grace period to renew support at the standard price. If you policy expired more then 45 days ago, there is an additional fee to renew the support.

Support Policy Options – Expired Plans	VeriFone List Price
Support + Software Maintenance renewal after 45 day grace period	\$310
Standard Support (Helpdesk Only) renewal after 45 day grace period	\$210

Pricing is for renewing a support policy that has already expired.