

# PastPerfect Support Services

*Purchasing a support contract is like having your own PastPerfect expert at your fingertips.*

Having our support service gives you peace of mind. Any PastPerfect user at your organization can contact us an unlimited number of times throughout the year for one low price. Our support team includes both computer and museum professionals for the most comprehensive and friendly technical support in the industry. If you need help installing PastPerfect on a network, customizing a membership card or creating a list of collection items, we are here to help.

When you purchase the PastPerfect program, you receive 30 days of free support. If you purchase the program and support together, we offer discounted pricing. First Year Annual Support starts at just \$276.00 for single users and \$340.00 for network users. If you decide not to purchase Annual Support, we provide the same high level of service on a per-incident basis. The current fee is \$85 per incident.



	Standard Price	AASLH Price
First Year Support Single User	\$ 345.00	\$ 276.00
First Year Support Network User	\$ 425.00	\$ 340.00
Annual Support Renewal Single User	\$ 440.00	\$ 352.00
Annual Support Renewal Network 2-10 Users	\$ 540.00	\$ 432.00
Annual Support Renewal Network 11+ Users	\$ 745.00	\$ 596.00
Per-Incident Support Fee (no contract)	\$ 85.00	\$ 85.00

