



Support Packages

In order to give you the best support we possibly can in an efficient and effective way, we have created the following support packages. In this way, you can benefit from support based on what you need for your business. We have our support agents standing by to help you with what you need; however, some people need more help than others. We are here to support you as best as we can, so just like our package pricing, you now only pay for what you need. Here are our packages:

SILVER SUPPORT - \$14 / month

Includes:

- Community Forum Support
 - o Benefit from the knowledge of both our staff and our clients by creating and posting topics on our online forum
- Email Support
 - o Simply send an email to info@rentaltrax.com and an agent will respond ASAP

GOLD SUPPORT - \$39 / month

Includes the above package PLUS:

- Call Back Service
 - o Need to talk it out over the phone? Go online to www.rentaltrax.com/phone and let us know the issues. We will call you back ASAP

PLATINUM SUPPORT - \$79 / month

Includes the above packages PLUS:

- Web-Sessions
 - o Get online with a RentalTrax expert who will share a screen with you and walk you through your issues step by step.
 - o Each session is 1 hour and can be used once per month*

The above packages are designed to cover the costs of our support team in helping your business use the system. Due to an increase in client base, it is necessary for us to bring on additional support team to ensure that your business is taken care of.

*Online sessions do not carry over to the following months. If you do not use your web-session in any given month, it is no longer available.