

Sage Master Builder Service Plans

Experience the value of Sage Master Builder services all year long with the Sage Master Builder Maintenance and Support Program. The program is designed to provide you with the tools you need to get the most out of your investment in Sage Master Builder. Two levels of service are available, **TotalCare** and **BasicCare**, which include everything from new product releases and tax updates to training and technical support. The annual Maintenance and Support Program ensures that you have access to the resources you need to be successful with Sage Master Builder.

The Sage Master Builder Maintenance and Support Program benefits include:

Program Benefits	TotalCare	BasicCare
Product Upgrades: Get the newest enhancements available with software upgrades and updates to the most current version of the product.	✓	✓
Tax Updates: Save administrative, payroll and tax preparation time and reduce compliance risk with updated tax tables: the latest federal, state, and selected local tax changes, including the W-2 and 1099 format.	✓	✓
Technical Support: Access unlimited toll-free live technical support for all users during regular support hours.	✓	
Account Period Close Assistance: Ensure a smooth close of your Sage Master Builder financial records through live specialists, online classes and year-end checklists.	✓	
Discovery Training Package*: Get up to speed quickly, train new employees and learn the latest Sage Master Builder features. The Discovery Package includes more than 25 hours of online classes.	✓	
Customer Knowledgebase: Take advantage of guidance on common tasks, get answers to frequently asked questions (FAQs) and access “how to” articles on Sage Master Builder.	✓	✓
Audit Repair: Ensure continuity with audit error repair for all Sage Master Builder users.	✓	

Sage Master Builder Technical Support

Technical Support is available to registered customers of Sage Master Builder with valid Product and Support Program Agreements. Technical Support is focused on providing clarification of commands and procedures within Sage Master Builder.

All customers are strongly recommended to take the appropriate training before using a new version of the program. Technical Support does not provide training.

Sage Construction Business Solutions provides technical support through a number of channels:

- Customer Knowledgebase
- Sage Master Builder Help
- Telephone Support at 800-866-8049
- Technical Support is available from 6 am to 5 pm Pacific time. Monday through Friday