

# Heartland POS Support Plans

	BRONZE	SILVER	PLATINUM
<b>24/7 Heartland Chat Support</b>	✓	✓	✓
<b>Unlimited Remote Support</b> <i>Mon - Fri 6AM - 6PM MST</i>	✓	✓	✓
<b>P1 Response Time</b>	4 Hours	2 Hours	1 Hour
<b>Heartland Credit Card / EFT Support</b>	✓	✓	✓
<b>Heartland Retail Support Briefings</b>	✓	✓	✓
<b>Hardware Installation &amp; Diagnostics</b>	✓	✓	✓
<b>Support Analysis Report</b>	Quarterly	Quarterly	Monthly
<b>POS Training</b>	Keystroke	Keystroke	Ongoing
<b>Transactional Data Imports, Configuration Management</b>	✗	Non-Transactional Data	✓
<b>ESET Antivirus (incl. 2 Devices)</b>	✗	✗	✓
<b>Enhanced Reports &amp; Document Support</b>	✗	✓	✓
<b>Systems Review</b>	Annual	Quarterly	Monthly
<b>Ongoing Expert Advice &amp; Support</b>	✗	✓	✓



**Heartland**