

Heartland POS Support Plans

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



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