



## Support & Software Assurance

Chief Architect now offers Support & Software Assurance (SSA) on an annual basis for \$395 \*USD (50% discount on your second and subsequent licenses).

*\*USD will be converted to CND at current exchange rates, and are subject to change.*

With Support & Software Assurance you receive the following benefits:

### **Priority Access to Premium Technical Support for One Year**

Telephone and email consultation are available Monday through Friday. Our technical support is in-house by qualified professionals that offer excellent service.

### **New Releases, Updates and Major Upgrades for One Year**

Receive new releases, updates and upgrades at no additional charge. *Updates and Upgrades are distributed electronically. In order to access updates and upgrades your licensed product must be registered.*

### **Access to Online Video Training Series for One Year**

To get started quickly in your design projects, we offer over 40 hours of How-To Training Videos to help you be more successful with Chief Architect. The 400+ How-To videos are typically in 3 – 10 minute segments to teach you exactly how to accomplish tasks. The videos are arranged by category and also by a classroom learning project. In addition, you can search for the exact topic you are looking for. Training Videos are a great reference tool to help you when and where you need help.

### **Free Access to Premium Download Catalogs (Libraries) for One Year**

Chief Architect offers both generic and name brand catalogs for download. The available catalogs continue to grow and are typically refreshed on a monthly basis. We have some exciting new name brand catalogs that will be offered when X2 begins shipping.

### **Discount on Training Seminars for One Year**

Receive a 25% discount on all training seminars (online and classroom).

To learn more about the benefits of Support & Software Assurance call 866-522-6411 or email [mail@ChiefCanada.com](mailto:mail@ChiefCanada.com). We would be pleased to help you.

## Frequently Asked Questions

Q: Will I receive a free upgrade to X2 if I'm on SSA?

A: Yes, you will always receive the most recent version of the software.

Q: With SSA how do I access the videos, catalogs and updates?

A: When you sign up for SSA, you will receive a login for an online account so you can access these services.

Q: Is SSA required?

A: SSA is optional – you can buy our software without SSA.

Q: What if I do not purchase SSA, what differences will I notice?

A: - You can purchase the individual services offered in SSA separately for support, catalog downloads, video training series. Refer to our pricing for add-ons for details.

- There is no annual fee
- The software includes free updates for 6 months following the release date
- You will receive Free Online Technical Support and Basic support for installation for 30 days

Q: What if I choose not to pay SSA in the second year, but then want to renew when a new version of the software is released?

A: While you can avoid paying SSA annually, when a new release is available, it will be more expensive than if you would have kept your SSA current. In addition, your SSA services will not be available.

**Q: *I have 3 licenses of X1 now and may buy more licenses in the future. 1) What's my cost per year with 3 licenses now? 2) What is my cost to add another license?***

- Your initial cost to add SSA to 3 existing X1 licenses is \$395 \*USD per seat (\$395 x 3 = \$1,185 \*USD). Your *renewal* cost after the first year of SSA is \$395 \*USD for the first license and \$200 \*USD for each additional license (\$395 for the first license and \$200 for each of the 2 additional licenses = \$795 \*USD).
- Each NEW additional license with SSA is \$1,695 \*USD (\$700 \*USD discount).  
*\*These prices are based on US pricing at current Canadian exchange rates, and are subject to change without notice.*