

Representation variant	Cloud Subscription SAAS		
	Basic	Smart	All-in-One
Service/Maintenance packages			
New release notification	✓	✓	✓
Technical issues	✓	✓	✓
Functional Support Consultation over phone and online	✓	✓	✓
Consulting on best accounting practice using implemented modules		✓	✓
Accounting analysis, recommendations on fixing user errors (remotely). Only searching of errors.		✓	✓
Dedicated technical support specialist			✓
Interface and user rights setup using		✓	✓
Adjustment of existing forms and reports using standard tools			✓
Standard and non-standard configuration and software updates	✓	✓	✓
Guaranteed expert visit once per month (max 2 hours)			✓
FirstBit Cloud backup settings	✓	✓	✓
Installing the software client application on additional customer PC (1C platform)	✓	✓	✓
Hourly rate for additional billable hour (included VAT)	350	315	265