

Student Administration System Support Policy

1. Programming errors that stop routines from functioning will always be fixed free of charge. Logic errors will be fixed without charge if schools notify us with 180 days of receipt of the system or of customization, otherwise the normal programming rate will apply.
2. Telephone and email inquiries will be acknowledged within eight hours. Issues will be prioritized and the most urgent ones will be addressed first, regardless of when they are received. Issues that seriously affect operations will be addressed immediately and generally be resolved within four hours. All issues will be addressed within 48 hours unless the school is notified of any delay, in which case a estimated time will be provided.
3. If you are hosting your system with us, we will deal with server issues promptly. Some situations are outside our control, but we will keep you informed.
4. If you are hosting elsewhere, we can assist you in dealing with web hosting companies or in setting up and maintaining your own Windows web server. Normal support fees apply.
5. To minimize support costs, it is recommended that a few staff members become "experts" who can provide the first level of support for staff. When things arise that they cannot handle, they will contact SunRaye Enterprises.