

# Anthology Maintenance Agreement

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The Anthology Maintenance Agreement (AMA) defines the services and support that will be provided to Anthology users with a valid maintenance contract.

To contact Anthology Support:

- Email [support@anthology.com](mailto:support@anthology.com)
- Phone: 800-819-0095 – please use extension 104 for calls during normal business hours
- After-hours: 800-819-0095 – please use extension 105 for after-hours pager service.

For a complete listing support hours, please see below.

## What's covered in this agreement?

The Anthology Maintenance Agreement includes telephone and email support for all functions of the current version of the Anthology software and may include features/functions not yet added to the existing interface. These include but are not limited to:

- **Point-Of-Sale:** Cash Register, Customer Order, Sales Reports, Book Fair, and Buy Books
- **Backroom:** Purchase Order, Receiving, Electronic Ordering, Import/Export
- **Reports:** All reports provided through the Anthology interface
- **Online services:** Internet Stock Check, WebFetch®, Simple Fetch®, and other services provided by Anthology as enumerated below.
- **APC:** Anthology provides routine maintenance, repair and/or replacement (when required) for its Anthology Private Cloud servers.
- **Anthology Cloud:** Anthology provides routine maintenance and support for its Anthology Cloud systems.

**Note:** Third party products or services, whether provided or recommended by Anthology are the responsibility of their respective vendor. Anthology, at its discretion or the discretion of the Technician responding to a call may offer to provide limited assistance for issues not normally covered.

## Online Services

Online services are available with a valid Anthology Maintenance Agreement. Anthology currently provides the following online services.

- Access to online services such as WebFetch, Internet Stock Check, and Amazon Price Check (used book only). Note: Other online services may be added at Anthology discretion.
- Access to Anthology's online support library including training videos, whitepapers, documentation, and downloads.

- Anthology Simple Fetch© - Simple Fetch is free service provided to Anthology customers, with active maintenance contract, which allows them to retrieve bibliographic information from several selected web sites. Not all of these sites will have the same books listed, nor will they always have the same information such as pricing. Anthology provides this service to its customers where occasional lookups are needed but does not warrant expense of purchasing a subscription from either Bowker, Baker & Taylor, or Ingram. If your fetching needs are more mission critical – Anthology recommends a paid service for more consistent behavior.

## Other Services

### Anthology software upgrades

- Anthology provides routine upgrades to its software at no cost with a valid Maintenance Contract.

### Anthology software support, “after-hours” support, and free support

- Support for Anthology products is defined as assistance in using or resolving issues in the Anthology software.
  - Assistance is defined as short instruction or providing documentation or reference to documentation (See Training below).
  - Third-party software is not supported unless prior, special arrangement has been made with Anthology.
- Free support is provided for the first 90 days after purchase. This includes the period during which the software is implemented. Note: during implementation users do not have access to “after-hours” support as they are not considered “live”.
- After-hours support is provided during those times when the Anthology offices are closed and regular support is unavailable. This service is reserved for situations where you cannot sell items using Anthology (Off-site Sales or off site events are not covered by after-hours support).
- Hours of support is defined as
  - Normal support hours :
    - 9am to 5pm EST Monday – Friday
  - After-hours:
    - 5pm to 9pm EST Monday – Friday
    - 9am to 9pm EST Saturday
    - 9am to 8pm EST Sunday & Holidays
  - Holiday hours:
    - The support desk and pager service is closed all day Christmas and Thanksgiving
    - On other nationally recognized holidays Anthology offices will be closed but pager service will remain available from 12pm to 8pm EST

### Training

- Training is provided in several free formats and also available for purchase from Anthology sales.
  - Anthology provides a training copy of Anthology and our manual “Hands on with Anthology” as the primary training tool.

- Documents and videos are available online at [www.anthology.com](http://www.anthology.com) on the Support page.
- YouTube channel – Search for “Anthology Channel” (no quotes). <https://www.youtube.com/user/AnthologyChannel>
- Online help system
- Additional training may be purchased by contacting our sales department.

### Implementation

- Anthology provides an implementation service to assist you in setting up your Anthology software.
  - This service provides training in the form of a self-paced instruction manual and practice version of the Anthology software. The manual is designed to walk you through those features that are most commonly used and introduce you to more advanced features of the program. Additional training is available from our websites support pages at: [www.anthology.com](http://www.anthology.com) , online Q&A webinars, our YouTube Channel and from our online help system.
  - One on one training is offered by module at \$75 per hour.

### Data Conversion

- Our data conversion service provides conversion of data from other POS software and ROSI / STEPS orders. This service is provided at a fee to be determined. We also provide advice and “best practices” suggestions when bringing in your initial inventory and when setting up your departments, sections, and media types.

### Supporting Anthology products with Third Party network administrators

- Our goal is to provide our customers with the best possible support for our products while still respecting the responsibilities of third-party network administrators and consultants ("the IT Provider"), as well as the security of the system. The following policy has been adopted by Anthology.
  - Anthology will only provide support for its products as “first tier” support and will only work directly with store staff to resolve issues with Anthology products unless the IT Provider is needed to provide or assist in the solution. At that time Anthology staff will contact the IT Provider.
  - Anthology must be granted permanent, sufficient privileges on both the Server and Workstations as to allow us to provide support for our products. If this level of privileges cannot or will not be given, the IT Provider must be available to grant temporary privileges as needed to complete our work in a reasonable amount of time. This includes all hours of Anthology support – normal, after-hours, and weekends/holidays. If the IT Provider cannot be available or is otherwise not agreeable to these conditions the client should expect delays and even outages for extended periods of time.

### Hardware support

- Anthology-supplied hardware is covered by the original equipment manufacturers (OEM) warranty and is subject to the conditions and limitations described there. The OEM may provide on-site services where applicable. These on-site services may be provided by a third-party service provider. When provided, this service is typically

included in the purchase price of the hardware. Anthology may, at our discretion, offer assistance in determining whether on-site services are necessary. Contacting the on-site service provider to arrange for services is the responsibility of the user. Any charges incurred from on-site services will be the sole responsibility of the user unless prior written authorization has been granted from Anthology or the OEM.

#### Extended system support

- Extended system support is provided free for the first thirty days after initial purchase of a “turnkey” system from Anthology only if no modifications to any setup have been made after delivery. For non-turnkey systems, and turnkey systems where the thirty-day support policy has expired, extended system support is available on a call-by-call basis through Anthology Consulting Services. Please contact our sales department for current pricing information.

### Anthology consulting services (ACS)

Anthology Consulting Services are available during normal business hours to provide service for situations not covered by the maintenance contract. These services are generally performed by appointment and are billed on a call-by-call basis.

- ACS requires a credit card pre-authorization form be filled out and faxed back to Anthology before service can begin.
- Anthology consulting may be performed outside normal business hours at the sole discretion of Anthology; if so, additional charges may occur.
- Contact [janie@anthology.com](mailto:janie@anthology.com) for services and pricing

### Services covered under ACS

The list below shows those services that may be covered under ACS. Each request for service will be evaluated on a case by case basis.

- Troubleshooting, updating or modification of Windows or other operating systems – including setup and/or configuration <sup>1</sup>.
- Hardware or operating system-level maintenance <sup>1</sup>.
- Network setup/modifications, maintenance, or troubleshooting – including network hardware, cabling, or software.
- Custom programming.
- Installation, maintenance, or support of third-part software – including but not limited to QuickBooks, payment card software, remote login software, anti-virus, or backup systems <sup>2</sup>.
- Installation or setup on new or replacement hardware.
- Cleanup of corrupted data resulting from a system malfunction – whether hardware, software or virus-related. If your data becomes corrupt, we will recommend that you restore from backup. It is essential that you perform regular, complete backups of your Anthology data. Backing up and restoring data are your responsibility.
- System performance issues. Due to factors outside of Anthology’s control (hardware, networking, etc.); issues concerning performance of Visual Anthology cannot be covered

under normal support. Anthology may, at its discretion, offer limited support to help isolate problem areas.

- Training. Anthology offers dedicated, one-on-one training as a billable service to its customers. See Anthology Training section for more details.

1 APC and Cloud systems are excluded.

2 System backup is included in the APC and Cloud services