**BPO Automation Group’s Tech Support Policy**

**Updated: 9/20/21**

BPO Automation Group strives to support our clients through proven methods, industry leading tech support, powerful training resources and by providing the highest level of customer service possible.

In order to provide the best service possible to all of our clients, we have established set guidelines concerning technical support for our products. These policies are subject to change at any time without prior notification by the BPO Automation Group. To remain up to date with our support policy, please check this page periodically.

We will make reasonable efforts to resolve all technical issues but cannot guarantee that every issue will be resolved to the user's satisfaction.

**1.) Out-of-date Product Versions and Discontinued ‘Legacy’ Products**

* Technical support for out-of-date versions of our software products continues for one year after a newer version is released.
* Technical support for discontinued products is available for one year from the date of purchase or for one year from the date of the release of a new version.
* Support for out-of-date or discontinued software cannot be prolonged by buying an upgrade license, new custom MLS setup or a per-incident Emergency -Level paid support session.

**2.) Basic-Level Tech Support**

Basic-Level Technical Support is available for all current, active subscribers and is provided free of charge for ALL active Xtreme AutoFill subscribers ONLY.

Basic-Level Tech Support, includes access to: all available software updates to our BPOA Suite Xtreme software application, access to the Members Site and the ability to submit an unlimited number of electronic tech support emails send to: support@bpo-automation.com where the user will receive an email reply within one business day. (No free phone support will be provided at any time.)

**Basic-Level Free Tech Support covers the following:**

* A user receives an error that is not covered in the Members Site.
* Assistance with installing/uninstalling/transferring the Suite Xtreme software.
* Assistance with the user's license key (Deactivating it, etc.)
* Helping the user understand the 3-Step process.
* Helping the user figure out how to identify a certain company form(s) (User login info may be required).
* Helping the user figure out which macro to run (and/or which browser to use when needed **BUT NOT** showing them how the macro, refer them to the correct training video).
* Members site log in assistance.
* Billing or general account questions.

**Paid Support is Required for the following:**

* Custom MLS Export creation of new MLS' or Fixing Mapping Errors.
* A feature not working as documented for the BPOA Suite Xtreme software application. (Since date of last install or tech support session.)
* Afeature is not documented for the BPOA Suite Xtreme software application or in the Members Site and you are unsure what to do or a GoToMeeting Session is required.
* In-depth training on our software, add-ons or how to run a specific macro and/or our processes (After they have watched the training video or if they opt-out of doing so).
* More assistance on issues that are already covered in our Members Site or our 'My Training' area.
* Correcting issues resulting from user error (Ex: Reinstallation needed, lack of training, adding or removing programs to their PC, upgrades to their PC, etc.)
* Assistance with installing/uninstalling/transferring the BPOA Suite Xtreme software, if the user couldn’t resolve this within their free tech support ticket. A minimum, one-time fee of $29 applies per computer.
* Correcting issues resulting from a PC work environment not meeting minimum system requirements for our software or Add-ons.
* Correcting a training or lack of training issues for a user.
* Any issue that wasn’t resolved fully within the user’s free tech support ticket or any time a user requests immediate help or support for any issue.

**3.) Emergency-Level Tech Support**

Emergency-Level Tech Support is a higher level of service that is billed as time based in 30-minute increments. A 30-minute session is available at a rate of $29.00. A 60-minute session is available at a rate of $59.00.

Purchasing Emergency-Level Tech Support will allow the user to receive support and assistance not limited to but including issues not available through Basic-Level Tech Support.

Emergency-Level Tech Support will also allow the user to receive personal assistance from a trained technician through a phone call or Remote Desktop Viewing session where we use GoToMeeting to assist the customer with resolving their issue(s).

If during an ER session we determine that the issue was directly caused due to an error within our software or we determine that we cannot resolve your issue, we will refund or void the purchase of the Emergency-Level Tech Support.

Note: BPO Automation Group, LLC is the sole determiner of what constitutes Basic-Level and Emergency-Level Support. BPO Automation Group is also the sole determiner of what constitutes a refund of the Emergency-Level Tech Support service fee.

 **4.) Tech Support Response Times**

Tech Support Tickets are responded to during normal business hours: Monday through Friday, from 9am-5pm CST. While we strive to respond to tech support emails as quickly as possible (often within a few hours of submission), email replies may take up to 1 business day to answer or respond. (Note): Incoming Tech support issues may take longer to resolve if we are lacking important information. To minimize resolution time, try to include as much information in your email as possible.

This can include information such as:

* Login Information to your BPO Company in question
* input.csv file
* xtremedefaults.csv file
* Detailed description of the issue you are experiencing (such as the steps you took to produce the issue and reproducibility)
* Screenshots or verbatim descriptions of error messages
* Computer’s Operating System

**Emergency-Level Tech Support receives a higher priority of service.**

Typically, we try to schedule an Emergency Support request during the same business day (depending on availability). If we are unable to do so we will schedule the Session on the next available business day. Pre-scheduled appointments will not be adjusted to make room for Emergency Service requests.

If Emergency-Level Support is requested after 3:00 PM CST, we may schedule the appointment during the next business day.

**5.) Third-Party Support**

Due to the high volume of support requests and BPO Automation Group’s commitment to helping our clients as quickly as possible, we are unable to offer support for issues that are not related to our software products even if our products are intended to be used with these other programs.

This includes computer hardware, third party software which includes: anti-virus or malware software applications, various operating systems, MLS websites, and BPO websites. If we are able, we may give you advice or recommendations, but we take no responsibility for the accuracy of any such information offered. It is up to you, the client, to contact the manufacturer of the software, the web administrator of the affected website, or a licensed computer technician.

**6.) Tech Support Phone Line and Phone Support**

BPO Automation Group does NOT offer free phone support. We ask that a user send us a free tech support email here: support@bpo-automation.com or visit our Members site at: (<https://members.bpo-automation.com/login.php>) to view our training and support documentation.

**7.) Liability**

BPO Automation Group is not liable for any additional fees, costs or lost business you incur while using our products and/or support services.

IN NO EVENT SHALL SELLER BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING WITHOUT LIMITATION, THOSE RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, AND ON ANY THEORY OF LIABILITY, ARISING OUT OF OR IN CONNECTION WITH THE USE OF PERFORMANCE OF THE SERVICES AND INFORMATION PROVIDED.