

# TruNorth Dynamics Unlocked Support

TruNorth Dynamics is excited to introduce TruNorth Dynamics Unlocked Support, designed to provide our valued customers with enhanced flexibility, transparency, and predictability in managing their support needs. The support plan provides existing and new customers the option to pre-pay for support hours to use on an as-needed basis.

## TruNorth Dynamics Unlocked Support Plan Details

**Start Date:** All Unlocked Support plans become active on the first of the month following the receipt of payment.

**Commitment:** All plans are based on an annual commitment with the option of paying monthly or annually.

**Annual Plan Payment:** Payment is required prior to utilization of Unlocked Support.

**Monthly Plan Payment:** Payment is required to be made via ACH (Automated Clearing House).

**Mid-Year Plan Changes:** All plans have the flexibility to upgrade to larger allotted plans during the annual commitment. The new plan's cost will be prorated, and the upgrade will take effect on the first of the following month.

**Auto-Renewal:** Support plans will automatically renew based on the current base support rate for the next term unless canceled at least 30 days in advance.

**Usage:** There are no restrictions on the types of usage for Unlocked Support. The plan's hours can cover general support, consulting, or any other changes needed for a company's system.

**Unused Hours - Monthly Rollover:** A total of one month of time purchased can be rolled over to the next month.

- For example, 10 hours per month are purchased by a customer. In January, only five of the ten hours are used by the end of the month. February now has 15 support hours available. In February, only three of the 15 hours are used meaning 12 hours remain at the end of February. March now has 20 hours available because no more than 10 hours can roll over each month. Use your hours wisely!
- Monthly hour rollover occurs after invoices are sent on the 5th of the month. All hours expire at the end of the support plan's term unless renewed for another 12-month period.

**TruNorth Dynamics Unlocked Support packages can fit all your company's needs for ongoing support leading to successful business operations!**

Email [clientsuccess@trunorthdynamics.com](mailto:clientsuccess@trunorthdynamics.com) today to learn more about the best Unlocked Support option for your company.

