

Technical Support Form

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| Company Name: | |
| Contact Name: | |
| Phone Number: | |
| Email: | |
| Date: | |
| | |
| The following information may be found on the printer's serial number tag | |
| Printer Model: | |
| Serial Number: | |
| Software Vendor: | |
| | |
| Reported Issue: | |

| | |
|-------------------------------------------------------------|--|
| Has this printer ever worked properly? | |
| Has your computer been upgraded recently? | |
| Has your ticketing system been upgraded recently? | |
| Have you recently received new ticket stock? | |
| Is the problem intermittent? | |
| If you have other BOCA printers, are they working properly? | |
| What is the serial number of the working printer(s)? | |

All technical support inquiries are initiated by emailing an online support form identifying the printer and the operating conditions. While most issues will be resolved by email, we may choose to initiate phone support for those rare issues for which phone support appears to be the more efficient approach. The initial email response is free for all customers, while active BOCA customers and printers are entitled to receive free support until the problem is resolved. Printers purchased during the past five years or under service contracts and customers with a current relationship with BOCA are considered to be active. Follow-up inquiries for older (non-active) printers are billable at the rate of \$100.00 per incident.