ACS BUSINESS DASHBOARD

Support after hand-over: which level fits

There is no subscription. Once the price is paid, nothing more is owed to ACS. Support is optional, and it comes in two levels.

The two levels side by side

	Standard support	Premier support
Price	**$199** a year on Single device **$495** a year on Team **$995** a year on Team Pro	**$1,995** a year Team Pro only
Who it suits	You are comfortable running the Dashboard and want updates and changes handled.	Multi-site or multi-state operators who want quick answers and a regular review.
Updates and changes	✓ Updates and small changes after hand-over	✓ Same, with priority over standard requests
Response time	Within 24 hours	**Same business day** (within 4 business hours)
How you reach us	336.338.3454 or info@acsllc-nc.com	Phone, email and screen-share
Training	—	**Two 1-hour sessions** a year
Contract reading	—	Up to **6 new or amended contracts** a year
Production rates and targets	—	**Yearly review** by an RBSM
Health check	—	**Quarterly**, 45 minutes
Consulting on bids and pricing	—	**4 hours** a year
Custom changes	Quoted separately	Quoted separately

Neither level covers third-party outages (Google, your database provider) or your own devices.

Which plans can have which level

Your plan	Standard	Premier
Single device	$199 a year	Not offered
Team	$495 a year	Not offered
Team Pro	$995 a year	$1,995 a year
Full Package ($9,995)	Not needed	**Included** for the payment term, then $1,995 a year if you continue

Good to know

- **Support is a separate written order.** It is never added to your price without your say.
- **Your data stays in your accounts.** For any support work you grant ACS temporary access and remove it afterwards.
- **Support pauses if a payment is more than 15 days late,** premier included, and restarts when the amount due is paid.

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Vendor-neutral: no commissions, rebates or referral fees. Prices as of November 2026 and subject to change; your written quote governs.