

AutoMate Software Support and Sales

Support

SUPPORT NOTE:

Support agreements are only available for AutoMate version 6.300 or higher.

At times a computer technician may be required to visit on-site. No special privileges or rates apply in these circumstances other than those appropriate to the charges laid out below in Charges. No matter how calls originate, ALL support calls are treated the same and will be charged accordingly. Refer Charges schedule below. The support agreement does not cover charges that are made by on-site technicians.

Support is only given to running systems.

Advice or assistance given in configuring a computer, network and/or adding a new workstation to an existing network is not considered support and will be charged at the appropriate hourly rate. Refer Charges schedule below.

Emergency or priority surcharge may apply in cases where immediate support is required. E.G. AutoMate is not accessible and immediate attention is required.

The priority surcharge is a one time charge in addition to and not in place of other charges. Refer Charges schedule below.

Support Agreement (SA)

Entitlements –

- Up to but not exceeding 10 support instances in the period, yearly, of the agreement.
- Unused entitlements do not accumulate from one period to another.
- Agreements are active on receipt of payment and remain active for one calendar year from receipt of payment or until the entitlement of 10 support instances is reached, whichever occurs first.
- Expired support agreements can be renewed prior to the expiry date or at the time of reaching the 10 instance limit.
- If a support agreement has expired in either date or in number of instances and not renewed, support will be charged at the “No Support Agreement” rate. Refer Charges schedule below.
- Data correction is classed as one instance, but incurs an additional charge calculated at the Support Agreement reduced rate. Refer Charges schedule below.
- Priority support is available and is a one time charge in addition to, not in place of, other charges applicable to support given. Refer Charges schedule below.

What is a support instance?

- A support instance is when contact is made on any matter in regard to computer software or computer hardware.
- Further contact on the EXACT same instance, not another occurrence, is considered to be related to the originating instance and not another instance.

NOTE: This does not apply to data correction. Refer Data Correction

below.

No Support Agreement

Entitlements – Support is provided on an issue by issue basis. Priority support is available and is a one time charge in addition to, not in place of, other charges applicable to support given. Refer Charges schedule below.

Data Correction

Data correction counts as one support instance, but will incur an additional charge based on the requirements of the correction. The additional charge amount is quoted after assessment of the data.

The quoted amount must be paid in full before correction proceeds. Refer Charges schedule below.

Means of support

Phone – Phone support is available during business hours. Initial call must first be placed with your AutoMate agent. Unless otherwise instructed by the agent, your call will be logged and support personnel will contact you within 2 work days (NSW public holidays are observed.).

E-mail – E-mail support is available during business hours. Initial e-mail must be CC'd to your AutoMate agent. Support personnel will contact you within 2 work days (NSW public holidays are observed.).

Remote – Remote support is only available to those that have configured PC Anywhere (Host), VNC or RDP on their PC that uses a TCP, internet, connection. Please refer to your local technician for assistance in configuration. Remote support must first be arranged using one of the two contact methods above.

Sales

UPGRADE NOTE: A call made in relation to upgrading at the time of and in reference to an upgrade installation is considered a support call and will be charged at the relevant support rate. Refer Charges schedule below.

Upgrade to v7.800

Upgrading from version 6.xxx to version 7.800 is free. (Refer UPGRADE NOTE at start of this **Sales** section)

Charges

Item	With	
	Support Agreement	No Support Agreement
Support Agreement (SA)	\$550.00 p.a.	N/A
Support Agreement Renewal	\$450.00 p.a.	N/A
Support Instants	Maximum of 10	\$75.00
Priority Support (Used in cases of emergency where immediate attention is required.)	\$25.00	\$50.00

Data Correction		
Hourly Rate (9 am to 6 pm EST Monday to Friday)	\$140.25	\$165.00
After Hours (AH) Hourly Rate	\$191.25	\$225.00
Pre V8 to V8 upgrade	\$675.00	\$750.00
V8 to V8 revisions	Included in SA on request.	\$75.00
V7Spooler to V8Spooler upgrade (Available to v8 users and above only.)	\$110.00	\$150.00
AM Letter for v8 and above only. (Not available to earlier versions.)	\$675.00	\$750.00