



Web Visions
PO Box 632
Glenelg SA 5045
Ph: 08 8354 4700
Fax: 08 8354 4533
Email: enquiries@webvis.com.au

Web Visions Support Options for 2009

Option 1 – PAYG Support

Pay As You Go support is the standard support offering from Web Visions. It is for labour on an as needed basis and can be used for setup, installation, support or training by Web Visions. Support priority is given to customers with Pre Paid or Support Maintenance (see below).

Standard Business Hours

Phone Support (min ¼ hr, additional time in ¼ blocks)	\$25/¼hr
Email Support (per incident not requiring > ¼ hr follow up)	\$25/incident
Onsite Callout Fee (Adelaide metro area)*	\$45
Labour Charges (min 1 hr, additional time in ½ blocks)	\$105/hr
Remote Support (min 1 hr, additional time in ½ blocks)	\$105/hr
Day Rate (approx. 8hrs, call fee waived)	\$770/day

After hours including public holidays when available

Phone Support (min ¼ hr, additional time in ¼ blocks)	\$50/¼hr
Email Support (per incident not requiring > ¼ hr follow up)	\$50/incident
Onsite Callout Fee (Adelaide metro area)*	\$90
Labour Charges (min 1 hr, additional time in ½ blocks)	\$210/hr
Remote Support (min 1 hr, additional time in ½ blocks)	\$210/hr
Day Rate (callout fee waived)	\$1540/day

* On site callout fee for customers outside the Adelaide Metropolitan area may be negotiated before hand
All prices are inclusive of GST
Pricing and details subject to change without notice. E&OE

Option 2 – Pre Paid Support

Prepayment is an upfront purchase of labour hours at discounted rates. An invoice at \$0 detailing the hours used and work done will be supplied at the completion of work. A statement is issued monthly detailing time used as well as time remaining. Support priority is given to customers with Support Maintenance (see below).

Pre Payment of 24 hours (callout fees waived)	\$2310
Pre Payment of 48 hours (callout fees waived)	\$4272

Labour is decremented from the total hours in the same time blocks and conditions as PAYG support however callout fees are waived and the equivalent rates are reduced.

The following is an example of the cost savings between PAYG and using 24hrs Prepayment for an onsite support call during business hours.

	PAYG Support	24 hrs Prepayment
Callout Fee	\$45	(Wavered)
1hr Labour	<u>\$105</u>	<u>\$96.25</u>
Total	\$150	\$96.25

The rate/hr for prepayment of 48 hours is even more cost effective.

Prepayment terms and conditions

1. Usage of prepaid hours may begin on receipt of payment of invoice.
2. Unused prepaid hours expire after 1 year.
3. Prepaid hours are for Hardware and software at agreed customer sites. Use of prepaid hours for other IT support requirements in Web Visions field of expertise may be negotiated prior to commencement.
4. Prepaid hours may not be used to offset the costs for hardware repairs, purchases or other costs incurred by third parties.
5. Remote support will be used in preference to onsite support where applicable.

Option 3 – Support Maintenance (Quest/Task Manager/Swiftpos Products)

Support Maintenance is a monthly charge paid quarterly in advance that offers additional benefits and savings on the PAYG or Prepayment options.

Monthly Support Maintenance Fee (paid quarterly in advance) \$150/site

Benefits

- Free business hours phone/email support
- Callout fee waived during standard business hours
- Priority over PAYG or Prepaid support customers
- Priority support email address (e.g. CustomerName@webvis.com.au)
- Quarterly system check and optimisation via remote access
- Access to Quest/Task Manager/Swiftpos software downloads from our website
- Reduced labour rates (equivalent to 24hr prepayment)
- Loan equipment at reduced rates when available

Support Maintenance Charges

Standard Business Hours

Phone Support (min ¼ hr, additional time in ¼ blocks)	\$free
Email Support (per incident not requiring > ¼ hr follow up)	\$free
Onsite Callout Fee (Adelaide metro area)*	\$free
Labour Charges (min 1 hr, additional time in ½ blocks)	\$96.25/hr
Remote Support (min 1 hr, additional time in ½ blocks)	\$96.25/hr
Day Rate (approx. 8hrs)	\$750/day

After hours including public holidays when available

Phone Support (min ¼ hr, additional time in ¼ blocks)	\$25/¼hr
Email Support (per incident not requiring > ¼ hr follow up)	\$25/incident
Onsite Callout Fee (Adelaide metro area)	\$45
Labour Charges (min 1 hr, additional time in ½ blocks)	\$192.50/hr
Remote Support (min 1 hr, additional time in ½ blocks)	\$192.50/hr
Day Rate (approx. 8hrs)	\$1500/day

Support Maintenance terms and conditions

1. Support is for Quest/Task Manager/Swiftpos products at pre arranged customer sites. The pc and its peripherals, the operating system, infrastructure, internet connectivity etc are the customer's responsibility. Support not deemed to be directly associated with Quest/Task Manager/Swiftpos products may incur full support costs.
2. Support for other IT support requirements in Web Visions field of expertise at the reduced rates may be negotiated prior to commencement.
3. The customer is required to keep and maintain regular backups of their Task Manager/Task Connect/Swiftpos software using the repair and backup utilities supplied with these products. These should be kept on disk or removable device and stored separately from the Server/PC's.
4. At the expiry of a current quarterly support agreement, the support program charges or terms and conditions can be changed at Web Visions discretion.
5. Monthly maintenance fees for greater than 5 sites may be negotiated beforehand.

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Option 4 – Support Maintenance (Other Software/Hardware)

Support maintenance for other products in Web Visions field of expertise may be negotiated as required.

Other Charges

Software Registration for New PC or Re-Install

Task Connect or POS Connect	\$105
Task Manager or Swiftpos	\$105

Software Registration with Name/Address Change

Task Connect or POS Connect	\$205
Task Manager or Swiftpos	\$205

Loan Equipment (when available)

Loan Equipment (deposit may be required)	\$POA
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Registration Terms and Conditions

1. Registrations may take 2-3 business days from receipt of registration information
2. Registrations with name or address changes may require proof of ownership
3. Changing database may require re-registration for Swiftpos.

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