

Software Support
Cover

First & Second Line Support	Telephone Support + remote dial-in support. Covered by monthly subscription.
Additional "Out of Hours" Support	Optional based on requirements and chargeable at the standard daily rate*.
On-site Support	Software issue is covered by monthly subscription. All other issues are chargeable.

Issue Resolution
Cover

Level 1 - Show Stopper	System Down 4 working hours and aim to resolve within 1-2 working days.
Level 2 - Inconvenient /	Response with provided working hours and aim to resolve within 5 working days or agreed.
Level 3 - Minor Issue	To be resolved within a future release.

Software Updates
Action

New Releases	New releases will be installed on the central server overnight ready for the client.
Urgent Fixes	System upgraded as required. Users would need to close all modules and restart.

*Minimum charge at standard daily rate is half a day.