

INFORMATION SERVICES AND TECHNOLOGY PTY
LTD

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ABN
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ANNUAL ONLINE SUPPORT PLAN 2024

The Collections MOSAic annual support plan runs per calendar year.

The Collections MOSAic 2024 online support plan details are as follows:

With the Support Plan

Information Services and Technology Pty Ltd (I.S.T.), will provide support via Email, telephone, and remote connection for MOSAic related issues to each organisation/client. (This online support excludes training. Training fees apply separately.)

Note:

- All support plans expire mid-December of that year.
- We only support issues with the application, NOT issues arising from the use of remote desktops, virtual clients, cloud- based installations, or VPN's etc.

Without the Support Plan

Each time you, your IT provider or a person representing your organisation, require help with MOSAic, a charge will be incurred.

There will be a minimum charge of \$75 charged per hour or part thereof.

If we (I.S.T.) determine that the fault was caused by a "bug" in the Collections MOSAic software, no charge will be incurred.

Please call, or email us, if you experience a problem and we will advise you, in advance, if a charge will be made.

An invoice will be sent upon completion of the support issue.

If I.S.T. are waiting for confirmation from you advising that the problem is solved and we do not receive any response for a period of 28 days, then we will consider the issue to be resolved and will charge you accordingly.

To take out the 2024 MOSAic online support plan, please contact IST by email to Support@ISTechnology.com.au or calling +61 403 832 527 to request a form.