



## MOSAic Support Plan Options for 2017

### **Email, telephone and online support queries for MOSAic related issues...**

Please note that an Organisation will be referred to as a "Client" from here on.

#### **New MOSAic Clients:-**

**1<sup>st</sup> 6 months** - all email and telephone and online support for MOSAic related issues are FREE. This excludes training sessions. If further support is required during the 1<sup>st</sup> year, then a fee will apply. Please see below for relevant charges.

#### **All MOSAic Clients:-**

All MOSAic clients will receive 1 **FREE** support call per calendar year – January to December.

When required, further support will be charged for at \$55.00 per call / query

When an update is released for the current major version of MOSAic, a free download will be available from our website.

#### **Alternatively,**

You may purchase a support contract at \$99.00 per calendar year. This will provide you with unlimited email, telephone and online support but excludes training.

When an update is released for the current version of MOSAic, you will be sent an email notifying you of the update and providing you with a download link.

#### **Note:**

All unused units will expire at the end of December each year.

**Calls received from external companies on your behalf will be charged at the support rate of \$75.00 per hour or part thereof.**

Please note that if we determine that the fault was caused by a bug in the MOSAic software, there will be no charge.

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