

ANNUAL SUPPORT PLAN...

Information Services and Technology Pty Ltd (IST) offer an annual **support contract** at a cost of \$99.00 per calendar year (mid-January through to mid-December).

The annual support plan provides you with:-

- unlimited email, telephone and online support, excluding training.
- All updates for the current version of MOSAic (currently MOSAic 11), will be sent to you via email providing you with a download link.
- You may request assistance with applying this update without incurring further charges.

WITHOUT SUPPORT PLAN...

When required, further support will be charged for at the rate of \$55.00 per call / query (until solved)

When an update is released for the current major version (currently Version 11) of MOSAic, a free download will be available from our website. If assistance is required with applying this update, then the standard fee of \$55 will apply.

If you do not have the support plan in place for your organisation, all calls received from external companies on your behalf will be charged at the support rate of \$55.00 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.

Information Services & Technology Pty Ltd
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Secret Harbour
WA 6173
Tel: 0403 832 527
Email: Support@ISTechnology.com.au



2020 SUPPORT PLAN APPLICATION FORM

NAME OF ORGANISATION: _____

IST code (shown on home page of MOSAic) _____

Wish to take out the collections MOSAic 2020 support plan, as outlined above, with Information Services and Technology (IST).

Please send an invoice for \$99 to...

Person: _____

Email address: _____

We understand that this is an annual fee and that this applied to the period 14th January through to 19th December 2020.

Authorised by

Name: _____

Position _____

Date: _____

