

Support for Products

How Relevant is this Document?

The relevance of this document will depend upon the service or product for which support is being sought as shown in the following table:

Service or Product	Document Relevance
Purchase of one of our products without any customisation	Entire document is relevant
Purchase of one of our products with customisation	Entire document is relevant
Custom solution consultancy and development	This document is not relevant

This document addresses the initial support period and additional support options for the listed products:

- Postcode PA (PCPA)
- The Photographic Organiser (TPO)
- Your Business Organiser (YBO)
- Repro Manager (RM)
- Credit Card Transactor (CCT)
- SMS text Message Server (SMS)

This document does not apply to the 'Antiquity' range of products because they have an annual 'licence to use', which includes support cover.

Terminology

In this contract:

- The software product purchased shall be referred to as the 'product'.
- The support contract shall be referred to as the 'contract'.
- Each occasion support is provided, whether by telephone or email shall be referred to as an 'instance'.

Initial Free Support

All new products have a 30-day free support period which is time-limited from you install the product. If you purchased the product under an offer that included a different length of free support period, this will be identified on your invoice.

Online Forum

We intend to introduce an online support forum / knowledgebase in 2008. This will be free of charge.

Additional Support

In order to reduce support charges we are making changes from April 2008 and will be changing the 'per minute' support scheme to a 'per instance' scheme. Each support 'topic' will be considered as a 'support instance' and be charged at a fixed rate regardless of the time taken to resolve the issue up to a maximum of two hours per instance. However we understand that on occasions a single call will address a number of minor topics, all of which may be resolved in a short time frame; in such cases all these topics may be considered as a single support instance when the total call length does not exceed 20 minutes.

Following expiry of the initial free support period, additional support is available on either an annual support contract or on the per instance basis described above. All support is subject to the terms herein. Support on a per instance basis will only be provided if we have valid credit / debit card details on file and all instances will be charged directly to that card on completion of the support instance. An annual support contract provides approximately twice the value of support as compared to the per instance option.

Inclusions & Exclusions

- All support instances are timed and logged which may result in a slight delay at the start.
- Support is exclusively for issues relating directly to the product or products purchased.
- Support does not cover non-technical issues or any issues not relating to the product. If you require help with any other issues, we may choose to offer assistance if requested and will let you know whether the support will be charged separately.
- Support is for our time in assisting with your enquiry by telephone, email (see below) or remote access. It does not include visiting your premises, spending time with you at our premises or any training - all of which are available separately; please ask for details.
- Support excludes repairing damaged files (available as a additional service). You are advised to make a backup on a daily basis to a USB memory stick, CD or similar media. In the case of a damaged file, the best solution is always to go back to the last backup (unless it is not up to date). Additional terms & conditions apply to repairing damaged files; please ask for details.

Support by Email

You can also make your support enquiry by email; however this will probably take longer to resolve than a telephone call since we may need to reply asking for additional information before being able to provide an appropriate solution. We will attempt to respond to all email support enquiries within two working days.

Annual Reregistration

Some products require 'reregistration' once per year. This is currently £25 + VAT and additional to any support instances. If your call involves both a support instance and annual reregistration, these will both be charged.

Hours of Operation

Support is usually available during the following hours:

Monday to Thursday	10:00 to 18:00
Friday	10:00 to 14:00
Saturday	Occasional
Sunday	Occasional

The support telephone number is: **+44 (0)8458 62 52 52**
If the office is unattended, try this number: **+44 (0)7956 655 150**
The email address is: **info@productiveit.co.uk**

Although we will always attempt to be available during these hours, we cannot absolutely guarantee availability of support.

Payments Terms

- All payments of £500 or less must be made by credit / debit card at the time of support.
- All payments of £500.01+ can be paid by credit / debit card at the time of support or optionally by cheque for which payment terms are strictly 7 days.
- An invoice / receipt will be issued immediately following the call and will be sent to you by email.
- Support will not be provided if your payment is delayed but will be resumed upon full payment of all outstanding amounts. The length of the support agreement will not be extended by the period for which payment was delayed.
- Delayed payment may result in the temporary withdrawal of all support.
- Assistance in the annual reregistration procedure will not be provided if a prior support payment remains outstanding.

General

- These terms and prices are subject to change without notice. E&OE.
- This contract shall in all respects be governed by and construed in accordance with English Law and the parties hereto submit to jurisdiction of the English Courts.

OPTION 1: Annual Support Contract

The following pricing chart applies for annual support contracts including a limited number of instances and is clearly very cost-effective for any customer requiring more than a minimum number of support instances. A support contract gives approximately twice the value compared to the pay per instance scheme:

- There are three charging levels depending on the frequency and length of calls you have made prior to renewal. We will review your previous calls to determine which level is appropriate. New customers usually start on the low level. We reserve the right to review your contract during the year if there are an excessive number of support instances for the support level purchased. In the event this should occur, we will provide evidence of the excessive support instances and provide a quotation to continue the support for the remainder of the period.
- The contract should be renewed before the current one expires. If it is not renewed in time any intermediate support will be charged on a per instance basis.
- All prices exclude VAT.

Support Level	For All Products	For Products: PCPA, SMS, CCT	For Products: TPO, YBO, RM	Max. Number of Instances
	First PC or Server	Per extra terminal using the product on your network		
Level 1 / Low	£ 250	£ 29	£ 95	20
Level 2 / Medium	£ 360	£ 35	£ 115	30
Level 3 / High	£ 575	£ 55	£ 185	50

OPTION 2: Per Instance Support

The following pricing chart applies on a per instance basis.

- Multiple communications on the same occurrence of the same topic will be treated as one support instances until the issue is resolved.
- Multiple communications on different occurrences of the same topic will be treated as multiple support instances.
- Multiple topics during the same communication will be considered as a single support instance when the total call length does not exceed 20 minutes.
- All prices exclude VAT.

Per Support Instance	Charge
Per single support instance	£ 25
Per single call covering multiple topics which exceeds 20 minutes	£25 per 20 minutes or part thereof

ORDER FOR AN ANNUAL SUPPORT CONTRACT

Please provide us with an annual support contract for the selected product (please tick) as follows:

- | | |
|---|--|
| <input type="checkbox"/> Postcode PA (PCPA) | <input type="checkbox"/> Repro Manager (RM) |
| <input type="checkbox"/> The Photographic Organiser (TPO) | <input type="checkbox"/> Credit Card Secure Transactor (CCT) |
| <input type="checkbox"/> Your Business Organiser (YBO) | <input type="checkbox"/> SMS text Message Server (SMS) |

Name:

Company:

Product Version:

Date current support contract expires (if appropriate - call us if unsure):

Date new support contract to commence:

Support Level Required (please tick. Also enter the quantity of extra terminals, if appropriate):

Support Level	For All Products	For Products: PCPA, SMS, CCT	For Products: TPO, YBO, RM	Qty Extra Terminals
	First PC or Server	Per extra terminal using the product on your network		Please enter qty of extra terminals
<input type="checkbox"/> Low	£ 250	£ 29	£ 95	
<input type="checkbox"/> Medium	£ 360	£ 35	£ 115	
<input type="checkbox"/> High	£ 575	£ 55	£ 185	

Sub total:

VAT @ 17.5%:

Total:

Credit Card Type (please circle as appropriate. Payments under £500 by credit / debit card only):

**Visa / Visa Delta / MasterCard /
Maestro / Amex**

Card number:

Start date:

Expiry date:

Name on card:

Card registered address:

Today's date:

Authorised Name:

Authorised Signature:

Please complete and post to 75 The Campions, Borehamwood, Hertfordshire WD6 5QG,
scan and email to info@productiveit.co.uk
or fax to 0870 116 6086