



TheServiceManager.com ABN 44 003 089 718
Suite 2a 199 Regent Street Redfern NSW 2016 Australia
p +61 2 9690 3888 f +61 2 9690 3800

TSM Standard Technical Support for Existing Customers

TSM offers a number of phone and email support options, we are positive one of these options will fit your business needs. All prices are quoted in AU\$ and include GST.

PRE-PAID TIME

<u>Standard Support</u>	5 Hours	\$605
	10 Hours	\$1,155
	20 Hours	\$2,200

Standard Pre-Paid Support allows you to pre-pay for support services at a discount rate. Pre-paid time is valid for a period of 1 year from receipt of payment. Time is billed in 15 minute increments with a minimum of 15 minutes. See terms and conditions for our usage policy.

PAY AS YOU GO SUPPORT

Pay As You Go \$165 per hour

Support services can be purchased as required. This service is only available with a credit card purchase at the time of support request. Time is billed in 15 minute increments with a minimum of 15 minutes.

Please bill me for the following support services:

<input type="checkbox"/>	5 Hours Standard Support	<input type="checkbox"/>	Pay As You Go Support
<input type="checkbox"/>	10 Hours Standard Support		
<input type="checkbox"/>	20 Hours Standard Support		

Company Name: _____
Contact Name: _____
Email Address: _____
Phone Number: _____

Payment Method: MasterCard / Visa / Please Invoice Me
Name On Card: _____
Expiry Date: __ / __
Card Number: _____

Form can be faxed to +61 2 96903800 or emailed to support@theservicemanager.com

If you would like further information on TSM Support Agreements, Training or additional Licenses, or would like a TSM consultant to visit you, please call +61 2 8002 2311

helping service companies uncover hidden profits

TSM Support Terms and Conditions

- The definition of a Support Call, is a one-on-one telephone call or remote dial-in (using TSM provided support software, or an acceptable alternative provided by the client), or response to a client support issue lodged via email. A Support Call does not cover on-site visits, training or programming. A Support Call covers problem resolution to an issue or explanation of a feature, but is not a substitute for training.
- Pre-Paid support can only be applied to call resolution commenced after purchase of the support pack.
- Report customisation is not covered by the Incident Pack support option
- Support hours are Monday to Friday between 7.30am and 6.30pm Australian Eastern Standard Time, excluding gazetted public holidays in the State of NSW.
- TSM support is only available for the Current and one version prior to Current TSM version. TSM hold the right to refuse support for older versions of the product, but will however address issues once the software has been upgraded to the Current version. (Please refer to the TSM Maintenance Agreement for information on upgrading of TSM).
- Pre-Paid and Pay as you go support is billed in 15 minute increments, with a minimum of 15 minutes per call. TSM Incidents are clocked at one unit per support issue to a maximum of 2 hours.
- **PAYG Support requires valid credit card details to be provided at the beginning of each call to the Support Department.**
- The published support prices are correct at the time of printing but may be reviewed and changed without notice at any time.
- Support calls are scheduled on a “first come, first served” basis and are placed as such in a queue. TSM reserves the right to escalate issues in the queue that are deemed to have a higher priority. No guarantees, either express or implied are given on the response time to commence or resolve an issue or for providing a suitable resolution for the issue.
- The client may request a priority in the queue for a surcharge of 25% of the normal support charge. (Available for Pre-Paid hours and Pay As You Go only).
- In the instance where there is uncertainty whether the issue should fall under Support or is a TSM fault, the client will be required to have a current support agreement, or provide credit card details for Pay As You Go support. If on resolution of the issue, it was found to be a TSM fault, the client will not be charged for the support service.
- TSM are not responsible for any consequential damages as a result of instructions given to resolve support issues. It is the responsibility of the client to ensure that a current back up of their data exists prior to implementing any TSM support staff request or instruction.
- TSM reserve the right to refuse support to any client not holding a current support agreement or accepting TSM Pay As You Go conditions.

I have read and agree to the above conditions

Company Name: _____

Contact Name: _____

Position: _____

Date : _____

Signature: _____

helping service companies uncover hidden profits