MUSIC MONITOR

SUPPORT PACKAGE OPTIONS

The world has changed and it's transformed how we all work.

From January 2022 the way we deliver and charge for support is changing.
We're making our support options and charges simpler and abolishing the call-out fee

The Remote Support Packages are:

- 10 hours of support for $1100 (plus GST)*
- 5 hours of support for $675 (plus GST)*

Time spent on any of the following items will be deducted from your Support Package account:

- Phone calls & Email responses
- Customised instructional notes
- Training or help sessions
- Simple system customisations
- IT Assistance
- Assisted Filemaker software upgrades
- Meetings and consultations
- Webinars (online only)
- On-site visits

The following items are NOT included in the Support Package and will incur an additional cost:

- Workshops and training days
- Process &procedures consultations
- Complex customisations

These things are FREE!

- Quick calls for help
- Your annual renewal update & maintenance
- Chat time! The relationship we have with our clients is important to us.
- Fixing system glitches i.e. if WE made an error in the programming, we will fix it free of charge. However, 'errors' do not include things that you 'wish' were different or 'thought were in the programme', or were caused by inaccurate data entry!

How is the time charged....to the minute?
No, that's way too hard. We bill in 10 minute increments and keep a record of your usage.
If you wish to see your usage, we are happy to make it available to you.

How do I buy a Support Package?
Simple! Just send an email or purchase order detailing the package you would like to purchase and we will send you an invoice and set up your account.

What happens when my time runs out?
We'll send you a statement when it's getting close to running out and give you the option to buy another 5 or 10 hour package.

Will my unused time expire?
Absolutely not! The time purchased is your time to be used when you need it.

What if I don't want to buy a Package?
That's OK. You can pay as you go. The 'pay as you go' rate is $170 per hour (plus GST),
billed in 10 minute increments.

Onsite Work
The callout fee for onsite work has been filed under R for redundant. All onsite work requiring a team member to visit your organisation will be invoiced separately at $220 p/hr and can no longer be deducted from a support package. There would also be an expectation of a minimum callout period of 2 hours. If flights or accommodation are required, these will be invoiced prior with any ancilliary expenses billed afterwards.

CUSTOMISATION PACKAGE OPTIONS

Alison can develop the solution that you've been looking for

Simple system customisations such as new fields, a simple change to a screen to suit your needs or a new form or printout generally don't take long and the time spent customising these can be deducted from your general support package.

More complex customisations will require the purchase of a Developer Customisation package.
This customisation package gives you the undivided attention of our developer, Alison Carr.

Customisations can include:
- Major script rewrites & module changes
- New report templates
- API implementations
- Urgent feature requests
- Complex interactions with school databases

Your organisation can purchase a package of 5, 10 or 20 hours @ $110 p/hr plus GST. Any unexpended hours can be transferred to your general support package.

What's the process?
After the initial contact, together we'll generate an expectations document, decide which package you'll need and then Alison will get to work. A 2 week intensive timeframe will be devoted to your school-specific customisation.

Every year we review what we charge so that we can continue to innovate and invest in bringing our Music Monitor users the best experience. The change is done in accordance with Music Monitors' Terms and Conditions.

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