

# Music Monitor Support - April 2021

Music Monitor users can choose from two support packages or elect to 'pay as you go'. Please find below details of our support packages and the 'pay as you go' rate.

***All schools that purchase a Support Package also receive unlimited access to our extensive (and ever-evolving) online video and document library at <http://www.music-monitor.groovehq.com.au/help>***

The Support Packages are as follows:

- 10 hours of support for \$1000 (plus GST)
- 5 hours of support for \$600 (plus GST)

The time spent on any of the following items is deducted from your Support Package account:

- Phone calls
- Email responses
- Customised instructional notes
- TeamViewer training or help sessions
- Simple system customisations (i.e. if you want a screen changed to suit your needs, or a new form/printout, new fields, etc.)
- Assisted upgrades (i.e. when we upgrade your filemaker software via remote access, the time we spend will be deducted from your account)
- Meetings and consultations
- Webinars (online only)
- On-site visits

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

- Call-out fees for on-site visits (see schedule below)
- Workshops and training days

These things are FREE (and time will NOT be deducted from your account):

- Quick calls for help on things that are really easy to solve
- Your annual renewal maintenance and update
- 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!)
- Chat time! The relationship we have with our clients is important to us. We enjoy asking about your holidays, and commiserating about your workload and we don't want you to worry about being charged for this time.

## **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 if I don't want to buy a Support Package?**

That's OK. You can pay as you go. The 'pay as you go' rate is \$165 per hour (plus GST), billed in 10 minute increments.

### **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 at the end of the school year?**

Absolutely not! The time purchased is your time to be used when you need it.

### **Who can I call/email for support?**

Schools & Conservatoriums      [alison@musicmonitor.com.au](mailto:alison@musicmonitor.com.au) or 0402 368 343

Schools & Conservatoriums      [jonathan@musicmonitor.com.au](mailto:jonathan@musicmonitor.com.au) or 0420 939 509

Music Assist                              [kate@musicmonitor.com.au](mailto:kate@musicmonitor.com.au)

General queries                         [denise@musicmonitor.com.au](mailto:denise@musicmonitor.com.au) or 0477 136 453

### **Call-out fees for on-site visits**

- \$90 (plus GST) for schools within a one hour (driving) radius of Melbourne CBD / Ballarat
- \$180 (plus GST) for schools within a 1-2 hour radius of Melbourne CBD / Ballarat
- If flights/accommodation required, call-out fee is \$250 plus GST plus expenses