

MUSIC MONITOR

SUPPORT PACKAGE OPTIONS

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

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 ancillary expenses billed afterwards.