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REMOTE CLIENT SUPPORT – SERVICE GUIDE

Remote Client Support – Introduction

This document serves as a guide to the Remote Support services offered by Logic Solutions Australia.

**** Please Note **** You must have an active subscription to iPortal to use Remote Client Support Services.

You can read about iPortal at <http://www.logicsolutions.com.au/members/iportal>

Logic Solutions Australia offers Remote Client Support on any of the following operating systems.

1. Windows 2000 Professional
2. Windows XP Home Edition
3. Windows XP Professional
4. Windows 2003 Server
5. Windows Vista (All Versions)

Support services will be provided by Logic Solutions Australia during normal business hours.

Normal Business Hours: Monday – Friday (Excluding Public Holidays)
8:00AM – 8:00PM (AEST)

Support provided outside these hours will incur **additional charges***

* Please see additional charges table below

Clients may designate up to **five authorized users** to utilize Remote Client Support. A list of authorized users and contact information must be provided prior to any initial support service. Of the five authorized users, one user will be designated “Key Contact”

Key Contact

The “Key Contact” user will be identified as the user who is authorized to perform the following.

1. Authorize time usage thresholds
2. Point of contact for usage questions
3. Authorize support renewals

Remote Support Service – Plans & Pricing

Base Fee – The base fee is calculated on the number of servers and workstations using Logic Remote Client Support. This fee is paid annually. See the following table.

Base Yearly Fee

Number of Computers	Price Inc GST
1	\$99.00
2-5	\$299.00
6-10	\$499.00
11-15	\$699.00
16-20	\$899.00
21-25	\$1099.00
26-30	\$1299.00
31+	Call for Quote

Support Plans – The following table outlines different levels of support. Choose your level of support based on your specific requirements.

Logic Remote Client Support Plans

Plan Type	Usage Per Month	Maximum Session Limit	Price Inc GST
Logic iSupport *	Unlimited	2 Hours	\$27.50 Per 30Mins

* Account setup fee of \$99.00Inc GST is applicable.

Remote Support Service – Additional Charges

Service	Description	Price
Remote Support 8:00PM – 8:00AM	Remote Support work being conducted outside normal business hours	\$49.50 Per 30Mins

Remote Client Support – Methodology

Client will be required to have the latest version of the Logic Remote Client Software at the time of support. There is no charge for having this software.

Terms & Conditions

1. Logic Solutions Australia guarantees to provide session reports and result at the conclusion of every Remote Client Support Session.
2. Logic Solutions Australia agrees to commit to scheduled hours as specified by the client.
3. The client agrees to pay for Remote Client Support Services rendered on a monthly basis to Logic Solutions Australia.
4. Logic Solutions Australia will notify the client of any changes to the Remote Client Support Service in writing by Email, Fax or Registered POST
5. The scheduled Remote Client Support Session will be notified and agreed to by the client before any work is undertaken.
6. The client can request a withdrawal of Remote Client Support Services at anytime in writing by Email, Fax or Registered POST
7. The client will nominate one person as the 'Key Contact' for all Remote Client Support Services.
8. All Remote Support plans incorporate a "No Fix, No Charge Policy".
9. Time outside normal business hours will be billed at minimum \$49.50 Per 30 Minutes.
10. Account setup fee of \$99.00 Inc GST is applicable. This is non-refundable.
11. The Base Yearly fee is payed in advance annually. Upon termination of any Remote Support Plans, the base yearly fee refund is calculated on a pro rata basis.
12. Prices are subject to change without prior notice.
13. The Logic Solutions Australia 'Professional Services' Agreement must first be read, signed and returned to Logic Solutions Australia before Remote Client Support can commence.