



CLIENT USER SUPPORT

Dedicated to providing a high quality support service, we recognise that an efficient support system relies on a quick and expert response to problems - as well as being a place where you can learn about new features. We invite our clients to contact us as often as needed for support, from the most basic to the most complex of requests. Our aim is to provide you with an efficient and friendly service at all times.

How We Support You

Reporting your initial support requirements to our team couldn't be easier

Simply call our dedicated free support line on:

+44 (0) 800 077 8083

Dial the free phone number provided and speak to one of our dedicated support assistants who will take full details of your support request. They will then provide you with support or if necessary escalate the importance of the request and forward it to one of our support consultants. All support requests are registered in our support system and you will receive an email confirmation of this.

Support Charges

There are three different types of support service available from Tascoli. The first two are mandatory for the first year (then optionally renewable) and the third service is optional

- ❖ Software Assurance (Upgrades)
- ❖ TASC Technical Support
- ❖ User Assistance:

| Type of Support Service | Support Service Charge |
|----------------------------------|--|
| 1. Software Assurance (Upgrades) | 10.3% - 22% of Software Value (set by the Developer) |
| 2. Tascoli Technical Support | 8% of Software Value |
| 3. Tascoli User Assistance | Per incident from pre-paid balance |

Software Assurance (Upgrades)

This service provides the most cost effective means of ensuring that your software is always maintained and upgraded to the latest version with the free issue of all upgrades released within the period of cover.

Tascoli Technical Support (Software Bug Fix and Resolution)

This refers to problems encountered in the use of the software for which the Developer of the system is responsible. The service we provide is to act on those queries and obtain a resolution from the Developer in the shortest time possible.

User Assistance*

Support related issues, which are not technical, are charged on a per incident basis and deducted from a prepaid balance; this includes user training. User Assistance has a pre-set limit of one hour per incident – issues requiring longer than this require your approval and will be invoiced separately. When the prepaid support amount runs out, this can be 'topped-up' at any stage.

*not to include account reconciliations or account changes

| Level | Per Hour |
|--------------------------------|----------|
| £500 – £2,999 prepay (minimum) | £80 |
| Over £3,000 prepay (optional) | £70 |

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