

VoiceX Support Options

We understand that each firm has different requirements when it comes to IT support and service. We are therefore happy to tailor a support package to suit your firm.

Remote Access Support is powered by **Instant HouseCall - Bullet Proof Security. 256-Bit SSL Encryption**

Standard Support is included with each system sold by VoiceX.

All VoiceX clients receive;

- ✓ 30 Days Phone Support
- ✓ 30 Days Remote Access Support

No Charge

Silver Support Subscription is ideal for clients who do not require onsite support, but would like the benefit of complete phone remote access support for end users and IT personnel.

Silver Support Subscribers receive;

- ✓ **Unlimited Phone Support** for 12 months
- ✓ **Remote Access Support** for 12 months
- ✓ **50% Discount*** on Software Upgrades to new version of purchased software if released by manufacturer (during agreement period).

\$79 per unit, per annum

Gold Support Subscription provides you with the benefit of our trained staff attending your premises or remotely access your PC's to install and configure the purchased system to suit your firms requirements and perform user training.

Gold Support Subscribers receive;

- ✓ **Install** - purchased hardware (on site only) & software (on site or remote) on user's PC or Laptop
- ✓ **Configure** - hardware & software to suit user and firms requirements
- ✓ **Remote Access Support** for 12 months
- ✓ **Detailed installation report** and notes for future IT requirements
- ✓ **User training** - on-site (at time of installation) or via remote access
- ✓ **25% Discount** for additional on-site support / training rate
- ✓ **50% Discount*** on Software Upgrades to new version of purchased software if released by manufacturer (during agreement period).

On-Site Option **\$125** per unit, per annum

Remote Option **\$ 99** per unit, per annum

Platinum Support Subscription guarantees your equipment is fully installed, continually supported and users trained in all the systems advanced features and functionality, allowing your firm to gain the most benefit from your investment.

Platinum Support Subscribers receive;

- ✓ **Install** - purchased hardware & software on user's PC or Laptop
- ✓ **Configure** - hardware & software to suit individual user *and* firms requirements
- ✓ **User training** – on-site/ remote, at time of installation
- ✓ **Detailed installation report** and notes for future IT requirements
- ✓ **Remote Access Support** for 12 months
- ✓ **25% Discount** – on additional on-site support / training (On Site Option Only)
- ✓ **Free Upgrade*** to new version of purchased software if released by manufacturer (during agreement period). **Follow Up Training** - on-site/remote, one month after install
- ✓ **Instruction** notes supplied *specific* to your firms unique set up
- ✓ **Unlimited Phone Support** for 12 months

On-Site Option **\$155** per unit, per annum

Remote Option **\$125** per unit, per annum

**This is for complete version upgrade (ie: from Version 9 to Version 10). Software build or updates are available free of charge through the software update function*

****On-Site support is only available in Victoria & WA unless otherwise arranged****