

WizBang Technologies

Software Maintenance & Support Schedule



WizBang Technologies currently provides the following Maintenance and Support services to its clients as per the description and at the rates specified below. All clients must read and agree to the terms and conditions of the WizBang Technologies End User License Agreement (EULA) before using WizBang Technologies software. Any products or services not specifically included below will be charged at standard WizBang Technologies labour rates.

Support Plan	Description of Service	Monthly Fee
No Agreement	<ul style="list-style-type: none"> • Telephone support is charged at our standard rates listed below. • Remote internet support is charged at our standard rates listed below. • On site support is charged at the standard rates listed below. • Product training is charged at the standard rates listed below. • Software upgrades are provided at our standard rates listed below. • All purchases are due for payment on delivery of the goods or services. 	No Monthly Fee
Basic Software Support	<ul style="list-style-type: none"> • FREE Telephone support, available 24 hours a day, 7 days a week. Calls are limited to 15 minutes per incident. Calls totaling longer than 15 mins per incident will be charged at our standard rates listed below. • FREE Software Upgrades are available at the request of the client. Any labour required for installation is not included. • FREE access to the WizBang Technologies research and development programme is available to the client, enabling them to log requests for future software enhancements to the product, via email or website. • DISCOUNTED labour rates for all remote internet support, as listed below. • DISCOUNTED labour rates for all on site support, as listed below. • DISCOUNTED labour rates for all product training, as listed below. • Loan equipment may be provided to the client depending on availability at our standard rates listed below. • A credit account is available, so that invoices can be paid on the 20th of the following month after the charges are incurred. • Access to the online WizBang Support Portal, where all support job history and current status can be viewed live. New jobs or notes for existing jobs can also be added and sent direct to our support team. 	Quoted separately per site

Premium Software Support	<p>All of the features in the Basic Support Plan plus...</p> <ul style="list-style-type: none"> • FREE remote internet access labour for upgrade installation is included (1 hour limit per upgrade). • FREE remote internet support, available 24 hours a day, 7 days a week. (limited to 1 hour per incident). Support incidents exceeding 1 hour will be charged at the discounted labour rates listed below. • LARGER DISCOUNTS on labour rates for all on site support, as listed below. • LARGER DISCOUNTS on labour rates for all product training, as listed below. 	<p>Quoted separately per site</p>
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ADDITIONAL TERMS AND CONDITIONS:

1. On site support or training is charged at the rates specified below, in addition to a Call Out fee and any travel and/or accommodation charges applicable as specified below.
2. It is the client's responsibility to ensure the internet connection is operational and configured correctly for use at the site in order for a support technician to be able to gain remote internet access to their system.
3. The support entitlements above only apply to products and services supplied by WizBang Technologies and do not include any entitlements to products and/or services provided by other companies or third party contractors.
4. If a client is more than 30 days in arrears for payment of monthly fees or any other invoice, all rights to any privileges listed above will be revoked until payment is made in full.
5. WizBang Technologies takes no responsibility for the support of any third party products, software or hardware. This includes but is not limited to; EFTPOS, operating systems, viruses and software that integrates/interfaces with WizBang Technologies software. WizBang Technologies will endeavor to resolve any such issues, but in the event of WizBang Technologies being unable to resolve a 3rd party support inquiry, we will supply the client with the 3rd party's support phone number. WizBang Technologies strongly recommends the client enables EOV (electronic offline voucher) with their respective merchant bank if compatible with their EFTPOS solution. This function allows EFTPOS transactions to be stored on the pin pad if the link to the bank is temporarily interrupted.
6. All hardware warranty repairs are returned to the manufacturer for repair. WizBang Technologies gives no guarantees and takes no responsibility for the actions of third parties such as the distributor or manufacturer in the handling or repair of a client's hardware. WizBang Technologies provides data backup facilities to the client, therefore where hardware failure causes loss of data, WizBang Technologies takes no responsibility for such failure or any loss resulting.

WIZBANG TECHNOLOGIES CHARGES:

WizBang Technologies currently provides the following Maintenance and Support services to its clients as per the description and at the rates specified below, except where the client subscribes to one of the Support Plans listed above and that plan includes this service in the cost of its monthly fee.

1	Phone Support	Standard Rates	\$2.00	Per Minute
2	Remote support via Internet or dial up	Standard Rates	\$120.00	Per Hour
		Basic or Premium Support	\$95.00	Per Hour
3	On-Site Support time, including system installation, upgrade installations, data conversion.	Standard Rates	\$145.00	Per Hour
		Basic Support	\$120.00	Per Hour
		Premium Support	\$95.00	Per Hour
4	Product Training (Available 9:30am-5:30pm Monday to Friday)	Standard Rates	\$120.00	Per Hour
		Basic or Premium Support	\$95.00	Per Hour
5	Call-Out Fee (charged only where travel time less than 1 hour)	9:30am - 5:30pm Monday - Friday	\$55.00	Per Call-Out
		5:30pm – 9:30am Monday – Friday	\$75.00	Per Call-Out
		Weekend Rate	\$85.00	Per Call-Out
6	Travel time for all staff (charged where travel over 1 hour)		\$45.00	Per Hour
7	Vehicle Charges (per km from Service Centre)	20-50km	\$0.75	Per Km
		50-100km	\$0.60	Per Km
		Over 100km	\$0.50	Per Km
8	Air travel and accommodation charges (for remote installations, upgrades & on site support)			As incurred (at cost)
9	Product Upgrades (Not including any labour required for installation)			As quoted
10	Loan Equipment	Servers	\$30	Per Day
		Workstations	\$25	Per Day
		Printers and Miscellaneous	\$5	Per Day