

ARINDA TECHNICAL SUPPORT PLANS

If you are not covered by a support plan, then our ad-hoc technical support rates are \$125 per hour during business hours, and \$250 per hour after-hours, with a minimum charge of 15 minutes.

To reduce your support costs, you can choose a support plan with either business-hours coverage, or extended after-hours coverage. Each plan comes with a certain number of included support hours, which also increases with the more devices you have covered by your support plan. When you or your customers call or email for support we will track and log the time taken to resolve your support issue, and simply deduct that time from your balance. When you have used all your allocated support hours, or at the end of the 12 months, you simply purchase another support plan of your choice.

	Business Hours Support Plans		Extended Hours Support Plans	
	Lite Plan	Standard Plan	Extended Plan	Premium Plan
Price per year <small>plan starting price per year</small>	\$135	\$425	\$795	\$1495
Saving <small>off the ad-hoc business hours rate</small>	save 10%	save 15%	save 20%	save 25%
Support hours cap <small>included support time per year</small>	1.5 hours	5 hours	10 hours	20 hours
Included devices <small>number of PCs or hotspots covered</small>	includes support for your first 3 devices	includes support for your first 10 devices	includes support for your first 5 devices	includes support for your first 10 devices
Additional devices <small>support fee for each additional device above the included devices. Extra devices give you extra time.</small>	\$45 per extra device per year, adds an extra 30 min of support	\$35 per extra device per year, adds an extra 30 min of support	\$155 per extra device per year, adds an extra 2 hours of support	\$145 per extra device per year, adds an extra 2 hours of support
Support Hours <small>included support coverage hours (all times are QLD times)</small>	9am to 5pm weekdays	9am to 5pm weekdays	8am to 8pm 365 days per year	8am to 8pm 365 days per year
After-hours rates <small>How support is calculated or charged outside of business hours (all times are QLD times)</small>	Any support provided outside of business hours, such as between 5pm to 8pm weekdays, and any time on weekends or public holidays, will be charged at \$250 per hour, with a minimum charge of 30 minutes.		Any support provided outside of business hours, such as between 5pm to 8pm weekdays, and any time on weekends or public holidays, will be counted and deducted at the rate of double time.	

For example: Let's say that you have 16 PCs and 2 wireless hotspots, and you want standard business hours support coverage. So you have 18 devices (16+2=18) in total. You would choose the standard plan above for \$425, which includes support for your first 12 devices. So your total support fee will be \$425 for the first 12 devices, plus an extra 6 devices at \$35 each, making a grand total of \$635 per year. The standard plan includes 5 hours of support, plus you get an extra 30 minutes support for each of your 6 extra devices, so you would be eligible for up to 8 hours of support over the year.

Standard Features & Inclusions

<p>On-Call Support</p> <p>1300 882 780 0417 176 082</p> <p>On-call support is available by calling our toll-free 1300 number, or via our support mobile number.</p>	<p>Email Support</p> <p>support@arinda.com.au</p> <p>As well as on-call support, you can also email our technical support team.</p>	<p>End-User Support</p> <p>Your customers & users can call us directly</p> <p>You can choose to handle your end-user support yourself, or you have your users contact us directly.</p>	<p>Remote Access</p> <p>Remote support of your PCs from our office</p> <p>We can provide support by taking remote control of your PC from our office using a product called LogMeIn.</p>
<p>Support for all your IT</p> <p>Includes support for any computer related device</p> <p>We will provide support for all your computer hardware, software, network devices, and internet needs.</p>	<p>Support Log Reports</p> <p>Full logging and reporting of every support issue</p> <p>You can access detailed reports of every support issue, their current status, and time taken to resolve them.</p>	<p>Knowledge Base</p> <p>An online directory of self-help instructions</p> <p>We give you free access to our online Knowledge Base database of self-help instructions and manuals.</p>	<p>Pay by the month</p> <p>Pay by the month for eligible customers</p> <p>If your support plan totals more than \$700 then you can choose to pay by the month. (a monthly \$7.50 administration fee applies)</p>

For full terms and conditions please refer to our Support Agreement, available from our website.