



IDATA
resolutions

IDATA Support Plans

Software Subscription

Software Subscription provides software updates from the software vendor. Software Subscription is compulsory with all Support Plans.

IDATA Business Support

Business Support is an annual charge that provides

- Support for product fault resolution.
- Coverage 8:00am to 5pm client local time Monday to Friday, excluding public holidays.
- Telephone response by a support person within 4 hours to calls logged via the 800 number.
- No charge for phone and email support time, vendor call logging and contact time, toll calls, fault research and testing time. This time is chargeable where a support fee is not paid.
- Access to the idata FTP site via FTP or HTTPS
- Access to IDATA's case management software
- Access to the Vendor Knowledgebase's where available.
- Access to idata after hours support within a 4 hour phone response time.
A purchase order will be required to progress with after hours support.

Business Support incurs a minimum after hours charge at callout rates.

IDATA Extended Coverage 24x7

Charged in addition to the Basic Support Fee and provides

- Coverage 24 hours, 7 days a week.
- Telephone response by a support person within 1 hour to urgent calls logged via the 800 number.
- After hours phone, remote access, travel and onsite time is charged at the lower After Hours Rate with no minimum charge.

IDATA Extended Coverage 15x5

Charged in addition to the Basic Support Fee and provides

- Coverage 7am to 10pm client local time Monday to Friday, excluding public holidays.
- Telephone response by a support person within 1 hour to urgent calls logged via the 800 number during coverage hours.
- After hours phone, remote access, travel and onsite time is charged at the lower After Hours Rate with no minimum charge

IDATA Operational Assistance

Charged in addition to the Basic Support Fee and provides

- Telephone support during idata business hours on the day to day operational facets of the software. This provides support in operational areas outside of the usual fault resolution. It is not intended to replace the need for training on the software.

IDATA Operational Management

Charged in addition to the Basic Support Fee and provides

- Automatic software-based monitoring and alerting
- Remote system management where required
- Issue escalation for certain identified problems that are deemed to require customer involvement or authorization

IDATA Pre-purchased Monthly Hours

Consulting and after hours support time can be pre-purchased on a monthly basis at a discount rate. This time can be used for chargeable activities not covered by Basic Support.

The pre-purchased hours are not cumulative i.e. they must be used in the month purchased.

IDATA provides the above support options as at March 2004. Please check with idata for current support options.

