

Future Support

Summary Sheet

Support for your new POS System.



1.

SELF HELP (FREE)

Tutorials and How-to: learn.vendhq.com
Support Website & Status: support.vendhq.com

2.

SUPPORT FROM VEND (FREE)

GET IN TOUCH WITH VEND SUPPORT

Submit a support ticket or call* Vend at support.vendhq.com

* Multi-outlet or priority phone support plans only.

3.

PARTNER SUPPORT FROM



MONTHLY SUPPORT SUBSCRIPTION

\$25.00
per register per month

- Business Hours Support
- Remote Support Only
- Receive a discounted rate, if > 4 registers.

AD-HOC SUPPORT OR TRAINING

BUSINESS HOURS SUPPORT

\$165.00
per hour

- Monday to Friday
- 8.30am to 5.30pm
- Response time up to 4 hours
- Billed in 15-minute increments*

AFTER HOURS SUPPORT

\$220.00
per hour

- Appointment must be scheduled in advance.
- Saturday: 8.30am to 5.30pm
- Mon-Fri: 7.00am - 8.30am or 5.30pm - 10.00pm
- Response time up to 4 hours
- Billed in 15-minute increments*

EMERGENCY SUPPORT

\$275.00
per hour

- Priority assistance with response time up to 1 business hour
- Sundays & Public Holiday support
- Billed in 15-minute increments*

PRE-PAID PACKAGES FOR SUPPORT OR TRAINING*

3 HOURS

\$450.00

5 HOURS

\$750.00

10 HOURS (BEST VALUE)

\$1400.00

* REMOTE SUPPORT billed in 15-minute increments. ONSITE SUPPORT or TRAINING 1 hour minimum.

ENTERPRISE PLAN

NEED A TAILORED SOLUTION OR A MONTHLY SUPPORT PACKAGE? GET IN TOUCH WITH US AND WE WILL PROVIDE A UNIQUE AND PERSONALISED PACKAGE TO BEST SUIT YOUR NEEDS.

Email: support@techhelpdirect.com.au
Phone: 1300 MAC THD (1300 622 843)

As a valued Tech Help Direct client, short calls & questions (under 5 minutes) are free of charge. You can call your ICT Specialist directly, however, they won't be able to take calls if they are at another appointment with another client. For out of office hours/urgent support please refer to page 2 for SLA.

About Support with Tech Help Direct.

Ad-Hoc Support

It is the responsibility of the business owner to inform all staff members of our pricing structure and support terms. It is assumed by Tech Help Direct staff that each staff member knows about our pricing structure when service requests are actioned. Otherwise, please notify us who is eligible to request support below.

Full payment is required upon completion of the support session.

Pre-paid packages for Support or Training

Pre-paid ad-hoc support is recommended so that staff can receive assistance when required. Local Support (Phone, Email, Remote) or stored as credit for future training or support requirements. Pre-paid support rate applicable to business hours support (Monday to Friday: 8:30am - 5:30pm). Different hourly rate is applicable for emergency and after hours support.

Remote / Phone Support

- For standard remote support requests, the client can either schedule a time or wait for a technician to become available and the support request will be attended to as soon as possible.

- Support calls received within business hours will be attended to as soon as an allocated phone support technician becomes available. Support waiting time will be prioritised based on the level of urgency of the support call. The urgency of the call is at the technician's discretion. *Response time is up to 4 hours for non-urgent and 1 hour for emergency support within business hours.*

- Calls received after hours will be forwarded to a voicemail service where the client can record a message stipulating the level of urgency. Recorded messages will be directly emailed to a technician and the client will receive a call back based on the urgency of the call. After hours phone support is not guaranteed in standard service terms, but rather, are subject to availability of technical staff. *Response time is up to 4 hours for non-urgent after hours support.*

- Additional service rates apply for urgent support required. Clients must call 1300 622 843 and leave a phone message, which will be directly emailed to a technician. *Response time for after hours emergency support is 2 hours for remote assistance.*

Onsite Support

If the matter is urgent, we can guarantee an onsite technician within four (4) business hours. Additional service fees will apply for urgent support requests. If an urgent request requires us to cancel a booking with another client or leave a current job, additional fees will be incurred at the "emergency support" labour rate. Call out fees may be applicable for onsite support.

Authorised Staff to Request Support: _____

Agreement & Acceptance of Service Conditions

By signing this document, I, _____ (Name) from _____ (Company) confirm that I have read and understand the above conditions, services and pricing offered by Tech Help Direct.

Signature: _____ Date: _____