



## **21st Century Support Agreement Definition**

21st Century Business Equipment understands the importance of support and we recommend that all customers are on a support agreement to ensure that managers and staff get the highest level of POS support for all operational issues any time of the day and week.

### **BUSINESS HOURS SUPPORT: Monday to Friday: 8.30am to 5pm**

The support agreement includes business hours help desk phone and Email support from the 21<sup>st</sup> Century Technical team and the Software Vendor directly. It covers for support incidents relating to hardware and software issues, assistance with operational use, diagnosis, trouble shooting and issue Isolation. 21<sup>st</sup> Century will attempt to find a reasonable resolution on a best effort basis however in some cases a complete resolution may not be achieved and 21<sup>st</sup> Century will forward the issue to the relevant software vendor or arrange an on-site service during business hours.

The support agreement covers the time to speak to a technician for assistance on “how to” type of questions around menu setup and programming, as well as improvements in the way you use your software, or concepts or ideas to make your business more efficient.

We strive to provide the best possible service and support and to achieve this must have boundaries to ensure these services are available expediently to all our members and as such some services listed below are not covered under our support agreement but are available at our standard rates of service during business hours only.

### **Menu Changes and Programming**

The Support agreement does not cover the act of making menu changes or data entry to your system. The client accepts responsibility for maintaining the menu and the setup of their own system. Our support team is available to provide guidance and assistance on “how to” type questions otherwise specific user training can be arranged.

### **User Training**

The support agreement does not cover in-depth product training. General assistance and ‘How To’ on back office and POS functions is covered and anything over 15 Minutes in a specific area would require structured training or implementation services. Product training can be arranged at our standard rates during business hours.

### **Implementation Tasks**

The support agreement does not cover implementation services of new hardware, networking, Internet Modem/routers, software modules or Integrations to third parties. With such tasks implementation costs are involved and an estimation of fees or a quote can be provided.



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### **On-site Services**

Any on-site visit where a technician provides consultation, implementation, installation, or repair services will be charged at our standard rates and is available during business hours only.

### **Form design and report writing**

Creation of custom forms and reports are not covered under the support agreement and is carried out by the SW vendor and an estimation or quotation can be provided.

### **PC Virus, Operating systems and corrupt or lost data**

The removal or rectification of any Virus, malware, spyware, cyber-attacks, and other PC infections is not covered under the support agreement, nor is the recovery of lost data or rectification of any corrupt data or operating system. These services are charged at our standard rates during business hours only.

### **Internet and data**

The client acknowledges that the internet and internet speed is their responsibility, and any consultation, configuration of networking and modem routers is not covered by the support agreement and will be charged at our standard rates during business hours.

### **AFTER HOURS SUPPORT**

After hours support is for emergency hardware troubleshooting or software issues only. After hours support is not available for menu reprogramming, user training, Implementation tasks, onsite services, virus rectification, database or operating system corruption, internet, and associated networking. The on-call technician will use best efforts to resolve a software or hardware issue or provide a work-around solution. Any unresolved after-hours issues will be addressed by a qualified technician on the next business day.

### **NON-SUPPORT CUSTOMERS**

Customers not on an active support agreement or who have lapsed their payment will be charged at the standard hourly rates for support calls during business hours. After hours support is not available for customers that are not on a valid support agreement

For support call 9321 8902 and press 3 for support or email [support@21stcenturybusiness.com.au](mailto:support@21stcenturybusiness.com.au)