



Support Units Information Sheet

J7 offer a support/consultancy service to our customers. I would like to take this opportunity to give you full details of this service. Support can be made available to customers who have suitably trained individuals who know the software or hardware systems to a certain level but because they are not using the product on a day-to-day basis for development, may still require assistance for guidance or solving development and support issues.

Many customers used to purchase a flat-rate telephone support contract. This proved inflexible as they would be charged the same whether they used the service or not and if any work was required on or off site, then they would be charged for that work on top of the contract.

It is for these reasons that Support Units have become very popular and replaced flat-rate contracts. Customers can purchase as many or as few (typical min. purchase, 200 units) as they require and therefore only pay for what they can use.

Where a client's security policy and broadband infrastructure allow for remote connections, then TeamViewer software, Microsoft Quick Assist or Microsoft Remote Desktop Connection (RDC) are the preferred remote-control methods.

Units are deducted from any credit balance as follows:

Telephone & Email Support, and on-site or off-site Consultancy/Training are all deducted as follows:

12 units per hour, i.e. 1 every 5 minutes or part thereof.

N.B. Units will expire 12 months after their original purchase date, in the event that they remain unused.

As well as the flexibility of using these units for whatever purpose you choose, J7 logs their use in a database and can provide detailed statements on demand in addition to the standard quarterly statement.

The standard prices for units are shown on the current price list.

For further information and to order your support units contact Graeme Whyte on 07768 911679 or via email, graeme@j7mis.co.uk.