

Infusion Software Maintenance and Support Plan (SMSP)

The Infusion Software Maintenance and Support Plan (SMSP) endeavors to provide trouble free operation of your Accounting or Retail software.

Our support team can offer telephone assistance with the daily operation of your Infusion software.

Please note that this support only covers the usage, commands and functions of the software. Support required on issues arising from hardware or operating system faults, training requirements, incompatible hardware or software, customization or onsite support is not included

Services provided include:

- Unlimited telephone support, fax and email support*.
- Toll free telephone support on 0800 424 948
- Remote Access support via Infusion Single Click
- Fax us 03 9627022.
- 7 Days a week 7am to 7pm
- The supply of all infusion software service packs and upgrades, which can be downloaded from the Website

SMSP Pricing

Please tick your choice of plan

<input type="checkbox"/> Infusion Elite	\$96.25 + GST
<input type="checkbox"/> Infusion Service Manager Pro	\$96.25 + GST
<input type="checkbox"/> Infusion Service Manager Lite	\$77.92 + GST
<input type="checkbox"/> Infusion Professional	\$77.92 + GST
<input type="checkbox"/> Infusion Fundamentals	\$41.95 + GST
<input type="checkbox"/> Infusion Financials	\$41.95 + GST
<input type="checkbox"/> Infusion Fixed Assets	\$49.95 + GST

Conditions of the SMSP

1. The SMSP is payable in advance via Automatic Payment on the first working day of each month.
2. Each plan is for a 12 month period. Cancellation of the SMSP within a 12 month period will result in your business being invoiced for any software upgrades received.
3. Telephone Support is not designed to replace onsite Partner training.

I hereby agree to the conditions stated above.

Business/Company Name _____ Sign Date _____

Authorised Signature _____ AP Start Date _____