

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:

- 1 hr per month of telephone support, fax and email support*.
- Toll free telephone support on 0800 424 948
- Support via Infusion Remote Access
- Fax us 03 9627022.
- Monday to Friday 7am to 6pm, Saturday 7am to 1pm
- The supply of all Infusion software service packs and upgrades, which can be downloaded from the Website

Your Infusion software will have either been purchased (sign up date prior to 01/11/2015) or be on a subscription plan. Pricing for the Purchased option is shown below. Please tick the required package and complete the form. For Subscription based licenses please just complete the section at the bottom of this page – pricing for the Support Plan is \$10 + GST / user / month

SMSP Pricing

Please tick your choice of plan

- | | |
|--|----------------|
| <input type="checkbox"/> Infusion Elite | \$135.00 + GST |
| <input type="checkbox"/> Infusion Professional | \$95.00 + GST |
| <input type="checkbox"/> Infusion Fundamentals | \$49.95 + GST |
| <input type="checkbox"/> Infusion Financials | \$19.95 + GST |
| <input type="checkbox"/> Infusion Fixed Assets | \$49.95 + GST |

The above pricing is for 1 – 5 users. For licensing with more than 5 users please contact Infusion for pricing.

Conditions of the SMSP

1. The SMSP is payable in advance via Direct Debit.
2. Minimum term for the SMSP is 12 months.
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 _____ DD Start Date _____