

# CUSTOMER CARE

## PRICING AND CONDITIONS

	member platinum	non member
Yearly Subscription		
- 1 Year Membership	\$99 / Month	x
- 2 Year Membership	\$88 / Month	x
- 3 Year Membership	\$77 / Month	x
Priority Service	✓	x
Max 4 hour Response Time	✓	x
Software Maintenance	✓	✓
Telephone Support	✓	✓
Email Support	✓	✓
Fax Support	✓	✓
Dial-in Support	✓	✓
Discounted After Hours Fees	✓	x
New Feature Releases	✓	x
<b>customer care charges</b>	<b>per incident, max 30 minutes*</b>	<b>per incident, max 30 minutes*</b>
Monday - Friday, 9am - 5.30pm	\$0	\$165
Monday - Friday, 8am - 9am	\$0	\$220
Monday - Friday, 5.30pm - 9pm	\$88	\$220
Saturday, 9am - 5.30pm	\$110	\$220
All Other Times / Public Holidays	\$220	\$275
New Feature Releases	\$0	\$1540 + 1, 2 or 3 Year Customer Care Subscription
New Feature Releases - Payment Plan	\$0	(\$748 upfront + 12 Monthly payments of \$66 each) + 3 Year Customer Care Subscription

- \* Each incident is charged as a minimum of 30 minutes, non refundable, non transferrable.
- \* Any incident requiring greater than 30 minutes will be quoted.
- \* Fees charged in \$AUD, inclusive of GST
- \* Credit Card upfront prior to support.
- \* Broadband Internet or PC Anywhere Remote Access software must be working to offer support.
- \* Master Software Global software related incidents only ie. excludes third party software.
- \* Salon Master Backup available.
- \* All software versions below V3 fall outside of supported versions and are not supported.  
Upgrade to be purchased and upgrade conversion fee of \$550 applies for versions prior to V3.
- \* Please refer to Terms & Conditions for further details.
- \* No guarantee of resolution, no refund if unresolved.