



Software Support Membership Package

Idealpos Solutions Pty Ltd ACN 091 801 204

1. Software Support Membership Package

Customers which have current Software Support Membership Packages (**Members**) receive priority Phone, Email and Remote PC Access Support. The terms and conditions on which support is provided to Customers is contained in this document and the Terms and Conditions for Support. Terms which are capitalised in this document may be defined in the Terms and Conditions of Support.

2. Support options

Phone Support – For Urgent Support

You can speak direct with our Experienced Support Personnel for all your support needs. Each call is logged in our Helpdesk Ticketing System to help us build a support history for your business. If someone is unable to take your call, your call will be prioritized for a call back.

Email Support – For Standard Software Enquiries

Sending an Email to our Support Personnel is often the best way to describe your support enquiry, and allows us to respond in writing for your future reference. All support emails are to be sent to support@idealpos.com.au. Your email will be received into our Helpdesk Ticketing System and attended to by the next available support person.

Remote PC Access Support

If your POS Terminals or Office PC’s have Internet Access, then we can offer you Remote PC Access Support. Our Software is pre-installed with Team Viewer and we can access your System by requesting an ID Number and Password that you provide. We may also add your TeamViewer ID’s and password to our Partner List which will give us automatic access to your Computers and POS Terminals with Idealpos Software installed. By signing this agreement, you give us permission to provide support using Remote PC Access.

3. How to obtain Support

Below are all the contact details you will require to get in contact with our Support Staff. These Services are provided during the following hours **excluding** Public Holidays in Brisbane Australia:

Monday to Friday, 8:30am to 5:00pm (Brisbane UTC is + 10:00).

Phone	0011 61 +7 3630 2455
Email	support@idealpos.com.au
Remote PC Access	Call first on 07 3630 2455. You will then be guided to launch Teamviewer Remote Desktop Software

When contacting our Support Staff, please provide the following information:

- (a) your name and the name of the Company;
- (b) the Site/Location you are calling from;
- (c) the version number of the Software. In the Software, go to Help > About to view the version number.
- (d) a brief description of the support inquiry.

On accepting your call or email, we will check to ensure you are an **Authorised Idealpos Support User**. If you are not an Authorised Idealpos Support User, we will require approval from your Site Manager or Administration User before support can be provided.

4. Our guide to what's supported and what's not?

4.1 Do you really need support?

Idealpos only supports problems which are related to Idealpos Software. Therefore, we ask that you:

- (a) **Restart the terminal** - check that the problem is Software related. A lot of issues can be fixed simply by **restarting the terminal**.
- (b) **Check the cables** - A check of the cables and/or networks should be done to ensure these are working properly.
- (c) **Check other POS terminals** - check other terminals to see if they are experiencing the same issue.
- (d) **Reproduce the issue** - Try and reproduce the issue to ensure it is Software related and not user error.
- (e) **In the case of errors on the screen** - If errors appear on-screen write down exactly what was happening before the error occurred, the number and details that are displayed, and what you did after that.

4.2 What is supported

Customers with current Licenced Software will be provided with Support for:

- (a) any type of technical support;
- (b) general enquiries regarding the use of the Software and any peripherals relating to the operation;
- (c) whenever possible the Admin User is the only contact with support staff. Other staff can contact support, but if administration rights are not available to them support will not be given;
- (d) any support for new features and upgrades that have been released; and
- (e) requests for new features or details.

4.3 Not Supported

Idealpos will not provide support for the following kinds of issues:

- (a) assisting non-Admin User's with use of the Software. If they do not have your Admin passwords we are limited in the support we can give;
 - (i) Virus protection and is your responsibility to install and configure them.
 - (ii) If the Software negates the use of POS we will not offer support until you either turn protection off or reconfigure the virus Software.
- (b) Installation of new hardware that has not been supplied or tested by us for use on POS terminals.
- (c) Any installation and/or support of a 3rd party product will not be given. If any 3rd party product causes interference to the POS Software it will either be removed by the customer or by us under instruction from the customer.
- (d) Access control to the Software program. It is the customer's responsibility for the maintaining of access passwords to the program. If all passwords have firewalls;
 - (i) we do not supply these products and it
- (e) been forgotten you will need a technician to come and reconfigure the Software for you.
- (f) Any Software maintenance to the operating Software with regards to updates and patches.

5. Support prices

The Software Support Membership is based on the following **monthly** payment:

NUMBER OF LICENCES	SINGLE SITE EX GST	SINGLE SITE INC GST	MULTI SITE EX GST	MULTI SITE INC GST
1	\$50.00	\$55.00	\$83.33	\$91.67
2	\$59.85	\$65.83	\$96.97	\$106.67
3	\$69.70	\$76.67	\$110.61	\$121.67
4	\$79.55	\$87.50	\$124.24	\$136.67
5	\$89.39	\$98.33	\$137.88	\$151.67
6	\$99.24	\$109.17	\$151.52	\$166.67
7	\$109.09	\$120.00	\$165.15	\$181.67
8	\$118.94	\$130.83	\$178.79	\$196.67
9	\$128.79	\$141.67	\$192.42	\$211.67
10	\$138.64	\$152.50	\$206.06	\$226.67
11	\$148.48	\$163.33	\$219.70	\$241.67
12	\$158.33	\$174.17	\$233.33	\$256.67
13	\$168.18	\$185.00	\$246.97	\$271.67
14	\$178.03	\$195.83	\$260.61	\$286.67
15	\$187.88	\$206.67	\$274.24	\$301.67
16	\$197.73	\$217.50	\$287.88	\$316.67
17	\$207.58	\$228.33	\$301.52	\$331.67
18	\$217.42	\$239.17	\$315.15	\$346.67
19	\$227.27	\$250.00	\$328.79	\$361.67
20	\$237.12	\$260.83	\$342.42	\$376.67
21	\$246.97	\$271.67	\$356.06	\$391.67
22	\$256.82	\$282.50	\$369.70	\$406.67
23	\$266.67	\$293.33	\$383.33	\$421.67
24	\$276.52	\$304.17	\$396.97	\$436.67
25	\$286.36	\$315.00	\$410.61	\$451.67
26	\$296.21	\$325.83	\$424.24	\$466.67
27	\$306.06	\$336.67	\$437.88	\$481.67
28	\$315.91	\$347.50	\$451.52	\$496.67
29	\$325.76	\$358.33	\$465.15	\$511.67
30	\$335.61	\$369.17	\$478.79	\$526.67
Add +1 Licence		\$10.83		\$15.00

4. Membership period and payments

Based on the number of Software Licences, the Annual Price of my SSMP is:	
Membership Start Date:	
First payment date:	
First payment amount:	
Minimum number of payments:	

*** Prices will increase accordingly when additional licenced are purchased.*

Idealpos will continue the Software Support Plan unless you advise us otherwise. You will have 21 days to contact Idealpos in writing prior the end of your Membership, if you do not wish to continue your Membership. No support can be provided without a current Membership Package.

5. Application and Order Form

Please complete the following Application and Order Form and fax or email to Idealpos' Accounts Department as follows: Fax **+61 7 3630 2017**; or email accounts@idealpos.com.au.

Customer details

Company name:		ACN/ABN:	
Trading name:			
Contact Name:		Contact Mobile Number:	
Contact Email Address:			
Accounts Contact Name:		Accounts Contact Number:	
Accounts Email Address:			
Business Phone Number:			
Physical address:			
City:		State:	
Postcode:		Country:	

Software details

Provide details of which version of Software and how many Software Licences you use. This will be matched to our internal database to update and verify our records.

Trading Name:	
Software Version:	
Number of Software Licences:	
Number of POS Terminals:	

6. Payment options

All Software Support Membership Packages must be paid through Ezydebit Direct Debit Billing on a Monthly basis.

Once we receive pages 4 and 5 of this form, we will add you to the Ezydebit Direct Debit Billing System. Ezydebit will send you an email with a link to their secure website to complete your payment details.

7. Authorisation

I declare that I have read, understood and agree to abide by the Terms and Conditions relating to the provision of Support as contained in this Agreement and the Software Support Agreement.

Signature:	
	(If signing for a Company, sign, and print full name and capacity for signing e.g. Director)
Address:	
Date:	

I verify that I am the Business Owner/Manager and am authorised to sign on behalf of the above mentioned Company/Business.

Once the Membership Application has been processed, you will be sent a copy of the completed Form for your records, along with a Tax Invoice.