

myPOS HARDWARE & SOFTWARE SUPPORT OPTIONS

	PREMIER PLUS SUPPORT	PREMIER SUPPORT	PAY AS YOU GO SUPPORT	NO SUPPORT
Telephone support	Inclusive, from 8:30am to 5:30pm, Monday to Friday.	Inclusive, from 8:30am to 5:30pm, Monday to Friday.	Telephone support fees apply, from 8:30am to 5:30pm, Monday to Friday.	<i>Not applicable</i>
E-mail support	Inclusive	Inclusive	Inclusive	Inclusive
Emergency out of hours support	Inclusive, 24 hours per day, 363 days per year.	Inclusive, 8:00am to 8:00pm per day, 363 days per year.	<i>Not applicable</i>	Not applicable
On site call out	Inclusive, 8:00am to 8:00pm per day, 363 days per year.	Inclusive, 8:00am to 6:00pm per day, 363 days per year.	On site call out fees apply, from 8:30am to 5:30pm, Monday to Friday.	<i>Not applicable</i>
Hardware support	We will loan you replacement equipment (even after the warranty cover has expired) for up to 14 days or until we can provide a repair or have quoted for replacement hardware. After 14 days, daily rental charges will apply.	We will loan you replacement equipment (even after the warranty cover has expired) for up to 7 days or until we can provide a repair or have quoted for replacement hardware. After 7 days, daily rental charges will apply.	We will rent you replacement equipment until we can provide a repair or have quoted for replacement hardware (rental hardware subject to availability).	Back to base warranty
Software upgrades	Version upgrades included	Version upgrades included	<i>Not applicable</i>	<i>Not applicable</i>
Minimum service levels	We will endeavour to respond to a support call or e-mail within 120 minutes of it being logged. Should an on site call out be required, we will endeavour to respond within 24 hours.	We will endeavour to respond to a support call or e-mail within 180 minutes of it being logged. Should an on site call out be required, we will endeavour to respond within 48 hours.	<i>Not applicable</i>	<i>Not applicable</i>
Terms of business	Account clients, monthly invoicing, and payment via direct debit only.	Account clients, monthly invoicing, and payment via direct debit only.	Account clients, payment via direct debit only.	<i>Not applicable</i>

- myPOS Hardware & Software Support Overview, 19 August 2009 (version 9.1).