

Amicus Authorised Partner Support Policy

Purpose

The purpose of policy is to clarify the support arrangement offered to partners by Neotechnology Business Systems (NBS). There are some changes to the original policy outlined in the partnership agreement; partners are requested to review the policy below carefully.

Please contact [Shirly Sareyka](#) if there are any questions.

Background Information

Over the course of establishing the Amicus Authorised Partner network NBS has received numerous support calls for issues not related to Amicus e.g. windows issues. Some of these calls have occurred over the weekend – for which NBS has had to pay support staff penalty rates. The intension of this policy is to provide as much support as possible in the spirit of fair play and promoting Amicus, whilst limiting out-of-ours non-Amicus related calls; NBS sincerely hopes that partners understand and accept the changes.

NBS has always supported the principle that end-customers, including the customers of partners, should be charged for phone, remote and on-site support in all cases. NBS and Partners are professional service agents and deserve to be paid for our time.

Support Levels

NBS views support in a few different levels as below:

1. Break-Fix Support. This is defined here: www.neotechnology.com.au/AmicusSupportPolicy but effectively means site-wide outages that prevent sales from processing on all terminals.
2. General Amicus Support. This includes all installation related matters and on-going support matters. Must be specifically related to Amicus.
3. Non-Amicus Support. This includes support related to PC-EFTPOS, software other than Amicus, hardware, windows etc.

Partner Support Policy

Break-Fix Support

NBS will provide break-fix support free of charge to partners for any customer related break-fix matter during business hours. NBS is willing to offer remote (eg Remote Desktop / Team Viewer) support direct to customers of Partners for break-fix matters. Break-fix matters outside of business hours will be charged at normal support rates (including surcharge for out-of-hours support).

General Amicus Support

NBS will continue to provide phone and email support for General Amicus Support Matters during our business hours free of charge to partners. Partners are encouraged to use email for all non-critical matters. NBS reserves the right to refer support calls to email support if NBS deems the matter as non-critical.

Email support should be addressed to customersupport@neotechnology.com.au, Partners are asked to refrain from contacting support staff on their personal email addresses.

The purpose of this support is to help Partners solve issues – working with partners, **not** carrying out Amicus installations and providing support to their customers. Therefore, no remote desktop support or team-viewer support will be available free of charge, if this is required charges will be billed to the Partner at normal support rates. Partners can communicate support related matters using tools like Jing, see below.

Non-Amicus Support

NBS will provide limited non-Amicus advice to Partners free of charge by email only. Such advice will only be provided where deemed appropriate. Any support or advice provided for non-Amicus related matters that are delivered by phone or remote will be charged at normal support rates.

Support Tools

Partners are encouraged to persuade customers to have the internet enabled at all sites. It is suggested partners carry a USB 3G data package with a provider like Telstra – so that internet can be enabled as required.

It is recommended partners install the following software on all client installations:

1. **Team Viewer.** Team viewer is an easy to use remote support tool, available for free of charge use from <http://www.teamviewer.com> .
2. **Jing.** Jing is a free of charge screen capture utility that can be easily used to record video of customer screens. The product includes the ability to upload the video or screenshot to a screencast website to which a link can be emailed. The product can be downloaded from <http://www.jingproject.com> .

Business Hours

Neotechnology business hours are 9-5 Monday-Friday and observes Tasmanian public holidays.

Fees

Support Prices range from \$110-\$350 per hour + GST depending on the service. Service is charged at double rates out-side normal business hours, public holidays are charged at triple.