

Our relationship with you

Ongoing Support and Maintenance

We have always had a strong focus on providing personal service to our customers, and it's thanks to you that Eduka is continuing to grow.

To us, it's important that our clients feel comfortable in working with us and that there are no unpleasant surprises. These are the things that we want to ensure all of our clients are aware of:

- Our Payment Terms
- The Support and Maintenance Process

What You Need to Know – In Brief

What We Mean By “Support Query”

- A support query is any query relating to problems, updates or changes on your website, or another system we have built for you.

Support Turnaround Times

- Normal response time for support queries is the next working day.
- Response time for urgent queries is the same working day.
- To help ensure a faster turnaround, we will not seek cost approval for jobs that take us less than two hours to complete.

Our Hours and Rates

- Our working hours are Monday to Friday 9am to 5pm, AWST.
- We do not charge to fix system errors.
- We now quote including GST.
- Please consult our website for the latest hours and rates.
- You can save money by buying blocks of support and maintenance hours at a discounted rate, or by entering into an ongoing maintenance contract.

Our Payment Terms

- Our payment terms are 7 days from the date of invoice.
- When paying, ensure that you quote the invoice number.
- Invoices not paid within 30 days will receive a first and final reminder.
- Invoices not paid within 45 days may be passed on to a debt collection agency.

What You Need to Know - In Detail

How do you manage support and maintenance?

It's important that we can put our time towards helping you, so we have developed a support and maintenance system that maximises our ability to serve you and minimises the time it takes.

There are two types of support queries; Urgent and Normal. Our support costs are shown below. We do not seek cost approval for any tasks that take less than two hours to complete.

Type of Query	Costs
Normal Query	\$165 per hour*
Urgent Query	\$190 per hour*
After Hours Support	\$220 per hour*
Small tasks - less than 2 hours	Applicable hourly rate, no cost approval sought from client (max charge \$330)
Large Tasks - more than 2 hours	Applicable hourly rate, cost approval sought from client prior to doing the work
System Error	Free of charge

*Rates accurate as at October 2009.

What Qualifies as a Support Query?

A support query is any query or request relating to your website or another system we have built for you (such as a Staff Intranet or a custom built application). This includes changes and updates to your website.

How do you raise a Support Query?

Fill in the form at www.eduka.com/Contact.aspx , or you can email support@eduka.com (urgent queries can be sent with a “High Importance” flag). Include the following where relevant:

- What page your query relates to
- If you received an error message, what the message said
- What website browser you were using and the version number (go to “Help” and select “About” to get this information)

What is the “Normal” turnaround?

- We will respond to all “normal” support queries the following working day.
- Normal queries are charged at our standard hourly rate of \$165.

What is an “Urgent” query?

- Any change or update that needs to be completed within the same business day that you raise it.
- Because these requests can be very disruptive to our schedule, we charge these at a higher hourly rate of \$190.

How are costs determined?

Obviously we won't charge you for something that is our fault. Any support query related to an error within our system will be dealt with for free – so if you're sure it's an error then you can safely send it through as “urgent” and not worry about the cost.

A Chargeable Support Query is:

- Anything related to an update or a change to your website
- Help using the CMS, EVO or another of our products
- General technical questions

A Non Chargeable Support Query is:

- A query regarding anything caused by an error in our system
- **Please Note** Problems with text pasted from Microsoft Word, without using the “Paste as Plain Text” button, is not considered a system error. This is due to the way browsers treat MS Word content, and we provide notes and training with all our systems reminding users of this.

What tasks will be charged automatically?

- We will not seek approval for work that takes less than two hours – this is our “Non Confirmation Limit”.
- For work that we expect to take more than two hours, we will provide a quote and time estimate and will await your approval before undertaking the work.

Questions?

If you have any questions about the way support and maintenance works, we will be happy to help you. You can call us on 9322 8599 or send an email to support@eduka.com

thank you