



## Service & Support Charges – 2010

### CAM-NC Products – free email support for 30 days!

FastCAM offers 30 days free email/web support (only) on our range of NC programs. This covers issues relating to the installation and first time operation of your purchased software.

### Support options after 30 days.

Check our free online FAQ section under the support area on our web site. If you have a minor technical or brief helpdesk question you can send us an email which will be answered FOC when time permits. **ALL phone support is billable.**

### Per Incident Fee.

For more involved support, FastCAM scheduled service fees are in line with those provided by other engineers qualified in our field. We offer a **per-incident fee of US\$150/AU\$180** (reasonably expected to be a few hours work over a definitive period – payment by c/card). It is not a guarantee of rapid response / resolution. Support is provided by email/phone/fax and/or remote web technology. This allows our engineers to login to your PC over the internet to investigate and fix problems.

Urgent or critical support is subject to availability and may incur a surcharge, depending on our workload. Our support engineers assess support on a case-by-case basis and will quote any such fees for your approval.

### Annual Service & Maintenance Agreement.

If you operate in a high production environment where the ability to keep production up and running is of the utmost importance, we recommend a support contract. This means when things go wrong, you are guaranteed of a priority response. In a busy workshop there is also a regular need for expert IT advice and the latest software version. **In a high production environment, our 12 month Service & Support Contract, is better value, priced at US\$900/AU\$995.**

Our SMA insures priority support status and includes product updates. Along with unlimited technical support (phone/email/web), you receive 1 hour of customized web based product training. More information about how Remote Support works is on our web site under Training. To obtain a quotation for our Annual Service & Maintenance Agreement, please contact FastCAM.

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## Web Downloads– free email support for 30 days!

FastCAM offers 30 days free email/web support (only) on our range of download programs which are very affordably priced at \$100. This covers issues relating to the installation and first time operation of your purchased software.

### Support options after 30 days.

If you have a minor technical or brief helpdesk question you can send us an email which will be answered FOC when time permits. **ALL phone support is billable.**

### Per Incident Fee.

For more involved support, or if you require phone assistance, the fee for the web products is **\$50 per incident (payment by c/card).**

Note: All the above prices are for 'standard' product related technical support and exclude on-site work, IT consultancy (diagnosis of complex network/OS/computing environments), new posts, customization or special development work. All technical support is limited to standard business hours (9-5, Mon-Fri) unless by individual quotation.

If you have questions please email [service@fastcam.com](mailto:service@fastcam.com) (USA/World) or [support@fastcam.com.au](mailto:support@fastcam.com.au) (AUS/ASIA PACIFIC).

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