

# Technical Support Plan

We are pleased to introduce our new **Technical Support Plan** that offers unlimited remote coverage for your custo med devices supplied by Promed. This package includes remote software support, technical support and upgrades to the latest software versions.

Our new package provides comprehensive cover, with unlimited support calls. You can be assured of fast and reliable support from our team of expert technicians.



For any queries regarding Promed's Technical Support Plan, please call us on **freephone 1800 619 619**



# Technical Support Plan

Value, peace of mind and no hidden charges.



- Unlimited Remote Support
- Unlimited Phone Support
- Software upgrade to latest version when required
- Unlimited device cover (Fair usage policy applies)
- Reinstallation software cover
- User training when required (new recruits/refreshers)

## PRICING PLAN

Monthly Cost

€20.00

\* excludes VAT

## Terms and Conditions

### Unlimited Telephone Support

Our technical support team are available by phone to take your call from 9.00am to 5.30pm Monday to Friday, with the exclusion of public and bank holidays.

### Unlimited Dial-In Support

Our technical support team are available to take your call from 9.00am to 5.30pm Monday to Friday and will dial in to your systems subject to IT approval. We can then offer support to your technical problem by viewing the issue through our remote access software.

### Software Re-installation

Should you purchase new hardware, our technical support team will reinstall your **custo med** diagnostic software. Pre-booking required.

### Software Updates

All software upgrades are included within the package. Pre-booking required.

### Fee

The monthly charge is €20.00 ex VAT.

This is a rolling contract and payment is monthly by direct debit (mandate to be completed).

The contract runs for a minimum of 12 months.

The contract can be cancelled within a two week cooling off period, in which case any completed work will be invoiced as per standard pricing.

Following this two week period the contract will run continuously and can be cancelled at any time after the first 12 months by giving notice of 30 days in writing.

Direct debit payments are usually collected between the 12<sup>th</sup> and 17<sup>th</sup> of each month.

\*Please note monthly cover fee will be reviewed annually.

### Devices covered

**custo med** medical devices

**This plan is for GP practices only.**