



## Call Care Systems Ltd

2 Honeysuckle Place  
Weston Super Mare  
North Somerset  
BS24 7HP

19 September 2008

### **Re: support contracts and support calls.**

I am writing to outline the future of our support contracts. We are doing support contracts in two modes, office hours or extended hours. Office hours are 9:00am to 5:30pm, Monday to Friday. Extended hours run from 8:00am to 10:00pm, Monday to Friday, 8:00am to 8:00pm on Saturdays, Sundays and bank holidays. There will be no support on Christmas day. If calls are not answered immediately they will be returned within 2 hours, if at all possible.

In the past I have tried to help everyone whenever possible, due to having to find others to cover out of hours support, I have to move to charging for support that does not fall within the contract that you have, this I have not always done in the past. Any support that has to be invoiced will be based on £1 per minute with a minimum invoice value of £45 for any calendar month where calls are received, details will be enclosed with the invoice. Support invoices are due within 21 days from invoice date, if this is not adhered to, then all support will be withdrawn.

All of the above are covered in our current contract conditions.

Our support contracts are designed to be for our Roundsman software, and nothing else, unless covered by a separate agreement.

All support calls should be made via our support number on 0845 869 3067, these calls are charged at 3p per minute. If out of normal office hours, you will be requested to leave a message, and a call back will be made within 2 hours by whoever is on call. If we hold the number that you are calling from, on our call database the call will be routed to whoever is on call. Our system will log all incoming and outgoing call with the date, time and duration.

Any calls received from a customer not on contract or outside of the contract conditions, will be returned on the next working day. These will be made on the basis of customers on contract first, those with no contract will be placed at the end of the list, and will be dealt with at the earliest opportunity.

If you want any other information then please ring me or email [support@callcaresystems.co.uk](mailto:support@callcaresystems.co.uk)

A handwritten signature in black ink that reads "Peter Cane".

Peter Cane  
Managing Director

## Support charges

	Contract Rate	Non Contract Rate
On site per day	Non Contract rate less 25%	£600.00
On site per hour	Non Contract rate less 25%	£80.00
Travelling per mile	0.45p	0.45p
Overnight charges	£60.00	£60.00
Telephone support per minute subject to a minimum charge per month of £45	N/A	£1.00
Roundsman Software updates	40%Current price	90% Current Price
This does not cover any future versions of Roundsman, that may be on a different software platform		

Any work on site to install the updates for contract customers will be charged at contract rates.

All charges are subject to VAT at the rate as per the tax point date.

Prices will run from 1<sup>st</sup> October 2008 until further notice.