

# Meridian Software Support Contract

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## Meridian Software Support Contract

### What is supported?

For all current software releases, support includes corrections to errors and product malfunctions in the software, as well as usage and installation assistance.

#### Product Errors

If a product error is identified, Meridian will use reasonable endeavours to provide the customer with product maintenance to fix the problem. Sometimes, however, the changes required are more extensive than is feasible to provide in a maintenance package and may be included in a future product release.

#### Database Queries

When an application is database based, Meridian will provide telephone support in order to help customers query their database systems. Meridian accepts no responsibility for the outcome of customer written queries in particular if those queries result in loss or alteration of data.

#### Backup of Software

Meridian will keep on their servers, unless expressly requested not to, a copy of each and every version of software that the client has had maintained.

#### System Advice

Meridian will offer free advice on any matter that pertains to the use of the software within the customer's organisation in relationship to enhancements and integration with other systems within the customer's site.

#### Biannual Meetings

As part of the standard software support agreement, Meridian will arrange to meet with the customer twice a year to discuss past, present and future support requirements. This meeting will give both parties the opportunity to evaluate the service to date and to suggest ways in which to improve.

#### Web Based Call Logging

As part of the standard service, each customer will have their own unique web area for logging and reporting of every support call made.

### Length of contract

Unless otherwise stated, the duration of the contract is one year from the date of contract.

### When is support available?

Technical Support services is available, 5 days a week with full in-office support from 9 a.m. – 6 p.m. GMT, Monday through Friday excluding bank holidays.

If further out of hours support is required, then please contact Meridian to negotiate a special rate to cover your requirements.

## Telephone Support

Telephone support is provided on a single number: +44(0) 1491 637 589. When you log a call using the telephone support, you will be asked for the following information;

- Your Name
- Your Company Name
- Your email address
- Product Name (version if applicable)
- Your call reference number
- Brief description of the issue

This information will then be used to initiate a new call record on the web-based support system. From this point you can follow the progress of the call by logging into the web based front end. [www.meridiansupport.com](http://www.meridiansupport.com) and use the login box provided to enter your unique username and password.

## Internet Support

Internet call logging support is provided 24 hours a day 365 days a year. You will need to go to [www.meridiansupport.com](http://www.meridiansupport.com) and use the login box provided to enter your username and password. From there you can initiate a new call or view any current or old calls. When logging a new call, you will need the following information;

- Your Name
- Your Company Name
- Your email address
- Product Name (version if applicable)
- Your call reference number
- Brief description of the issue

## How will Meridian contact me?

Once a call has been logged, Meridian is under agreement to get in touch with the customer within a timescale specific to the level of service agreement purchased.

A technical representative from Meridian will attempt to contact the customer first via the telephone and if that fails then an email will be sent to inform the customer that the problem is being dealt with.

## How will I be updated on the progress of my call?

Using the web based call logging system, any updates to the progress of a particular call will be entered onto the Internet based database. At any point, a customer may view the progress of a call by logging onto this service. When the status of a call has changed (e.g. closed or awaiting input from customer) the customer will be emailed with a notification of this change.

## Can I do anything to speed up the resolution of my call?

Meridian will endeavour to answer all calls as soon as is possible, but the following items will help Meridian staff speed up the process as much as possible;

- Note down any error number shown on screen
- Take a screenshot if possible and email it to [enquiries@meridiansupport.com](mailto:enquiries@meridiansupport.com)  
Be sure to put your errorlog number in the subject line.
- Try to remember what you were doing just prior to the error occurring and note this down.
- See if you can repeat the problem again.
- Has your machine had other problems with other software?
- Are you the only user experiencing the problem or are many people finding the same issue.

### Performance of contract

Meridian will do everything in its powers to make sure that you are satisfied with the service you are receiving. Should you not be totally satisfied a representative from Meridian will contact you to discuss the options available.

### Types of software support and costs

Meridian offers four levels of software support:

Standard

#### What do you get?

Telephone support

Email support

Web based call logging/tracking

Allowance of 7 support calls per year

#### What are the response times?

Meridian will respond to a call within 2 working days and endeavour to resolve the problem within 3 working days thereafter.

#### How much will it cost?

£499 per year or

£41.58 per month (by direct debit)



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Bronze

#### What do you get?

Telephone support

Email support

Web based call logging/tracking

Allowance of 15 support calls per year

#### What are the response times?

Meridian will respond to a call within 1 working day and endeavour to resolve the problem within 1 working day thereafter.

#### How much will it cost?

£999 per year or

£83.25 per month (by direct debit)



## Silver

### What do you get?

Telephone support  
Email support  
Web based call logging/tracking  
Site visit (within 2 working days)  
Allowance of 50 support calls per year

### What are the response times?

Meridian will respond to a call within 4 hours and endeavour to resolve the problem within 1 working day thereafter.

### How much will it cost?

£1,999 per year or  
£166.58 per month (by direct debit)

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## Gold

### What do you get?

Telephone support  
Email support  
Web based call logging/tracking  
Site visit (within 1 day)  
Allowance of unlimited support calls per year

### What are the response times?

Meridian will respond to a call within 1 hour and endeavour to resolve the problem in the same working day.

### How much will it cost?

£2,999 per year or  
£249.92 per month (by direct debit)

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**Disclaimers**

Where the site visits occur, it will be arranged in the timescale specified at a mutually agreeable time. If the customer is unable to accommodate the time offered by Meridian then this will not constitute a failure of the terms and conditions of this contract.

There is a limit of 6 site visits during the period of the contract. Further site visits will be charged at a daily rate.

If the customer in any way modifies the software that is being supported, then Meridian is in no way bound by this contract to support any issues arising from the modifications performed by the customer.

The support contract does not cover any modifications to the software. If the customer requires modifications (e.g. new report, new buttons etc) then these will be quoted and charged for at the normal rates.

**Signature to the agreement**

Software being supported:.....

Date for cover to start: .....

**Level of support required: (tick one)**

- Standard
- Bronze
- Silver
- Gold

Name: .....

Company: .....

Position: .....

Signature: .....

Date of agreement:.....

**Payment method: (tick one)**

- I would prefer to pay by direct debit
- I would prefer to pay by cheque/bacs (one off payment)