

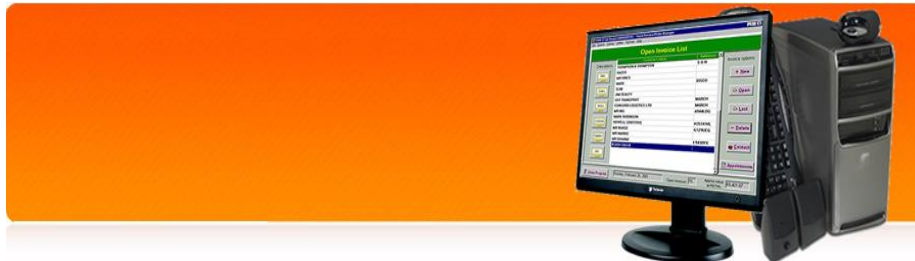


<http://www.agmdata.com>
 Email ian@agmdata.com

20, Kimberley Close, Lydney, Gloucestershire GL15 5AE

07718 806006

PRICE GUIDE (effective 1st Oct 2023 Subscription holders only)



General services

<p>Master installation CDs</p>	<p>No longer available. Installation is now done by us online Installation is capped at 2 on line sessions on any computer regardless of operating system providing I'm not trying to fix another IT specialists work !</p>
<p>Support without subscription or expired subscription</p>	<p>£120 per call which includes first 10 minutes then £60 per 10 minutes (hugely expensive, I know, but in reality it's less than my plumber charges for getting me out of a mess !)</p>

TERMS of BUSINESS

1. Payments are due on invoice date. Prices are per annum and pro rata refunds are NOT available should you choose to stop using the service.
2. Your computer system is a **business critical investment** and you would be wise to consider the inconvenience to your business if it stops working. We can advise but at the end of the day you need to look after your system for it to look after your business.
3. Our advice line is just that - ADVICE. It is NOT a "fix all issues for me" line. We advise you what to do for yourself. If our advice doesn't fix your issue then we do have an online assistance service which is chargeable for all issues even Forest ones – but this is on a no fix-no fee basis and is free for GOLD subscribers (except for installations, virus infections and 3rd party software).
4. Our support service is subject to your system following our recommendations – UPSs on each and every device on your network.

Support

IMPORTANT NOTE:

*Bronze, Silver and Gold prices shown are a 10 month price. A single payment gets 2 months free – covering a full year ! You may pay monthly by SO but you do not get 2 months free – you'll pay 12 payments at one tenth of the price you see.
Cancelled standing orders midterm will render the outstanding balance due immediately and all prices supplied during the year so far erased.*

<p>Bronze (economy)</p>	<p>Email service for Supplier Price & Supersession flows and for Forest Operational Advice Line – response within 24 hours maximum. All remote assistance is chargeable even for Forest issues, diagnosis and repair of functionality, data investigation, and installations. All on line sessions are chargeable</p>	<p>First computer £1200 Workstations £130</p>
<p>Silver (standard) (recommended)</p>	<p>Bronze support + PLUS... Telephone support and advice extends to Windows issues LR product weights are included in updates. Ability to apply price savings globally. All on line sessions are chargeable</p>	<p>First computer £1300 Workstation £135</p>
<p>Gold (best)</p>	<p>Silver support + PLUS... Advice extended to business issues. On line sessions are free except for installations and re-installations One on line computer service a year.</p>	<p>First computer £1500 Workstation £150 (= Bronze/Silver workstation + annual on line service)</p>
<p>Remote On Line Sessions (non contract holders + 100%)</p>	<p>You initiate an on line process which temporarily connects your computer to our support technician through which we can train, clean, update, configure, investigate, and even service your system. ALL on sessions to install or re-install the software are chargeable</p>	<p>£60 per 15 minutes on line per computer per connection Capped at 4 sessions maximum and no fix no fee except when dealing with issues caused by repairing another IT specialist's work or doing something they cannot do !!</p>
<p>For local IT professionals</p>	<p>All necessary information is available in the following files www.agmdata.com/howto/help.pdf www.agmdata.com/howto/agmguide.pdf www.agmdata.com/howto/configurebde.pdf All IT professionals should be able to understand and follow these instructions – it's what you pay them for !</p>	<p>Whilst we're happy to discuss your issues with your IT professional we will not normally enable them to earn their fee through our knowledge and experience. Often we will ask them to invoke an online support session at the above rates and we will do their job for them but you will be committed to the above fees</p>

***Support is a personal service and therefore there may be times when my physical location, mobile signal, or current activity may not allow an instant*