

# Preemptive Australian Technical Support Services For Messaging Technologies (ATSS-MM)

## Overview

## Introduction

Preemptive Consulting Pty Ltd (“Preemptive”) is committed to providing the level of support that Customers and Authorised Partners require to successfully maintain legacy messaging environments.

Preemptive Messaging Support provides assistance with configuration and any subsequent problems encountered in the operation of your supported on premises legacy messaging solution. Preemptive Messaging Support is a renewable, annual plan protecting your investment in your legacy messaging product during the contract period.

This plan provides access to unlimited support for the covered products during standard business hours.

- Number of incidents: Unlimited
- Hours of coverage for Australian and New Zealand-based sites:  
Monday to Friday – 9:00am to 5:00pm Australian Eastern Standard Time (AEST), non public holidays.
- Plan duration: 1,3 and 5 years options

Preemptive Messaging Support provides:

- Technical issue resolution via telephone, email and/or web
- Access to technical documentation and resources.
- Reinstallation support.
- Preferred access to Preemptive’s Professional Services.
- Access to development assessment and scope documentation if new functionality is required.

## Onsite Technical Support

- Onsite Technical support is available from Preemptive (at an additional cost).
- Travel time is not charged for locations within a radius of 50km of Preemptive’s Head Office in the ACT.
- For locations outside of a 50 km radius travel time and costs, accommodation and expenses, if necessary, are chargeable and the minimum chargeable time is 8 hours.
- Additional charges apply for onsite support for any time before 9:00am and after 5:00pm Monday to Friday, any time Saturday and Sunday and Public Holidays. Travel time is charged.

## Problem or Incident

An incident is a user-defined problem seeking resolution. The incident must be related to the original intent and design of the software, and does not include subsequent problems that are caused by, or related to, the original problem.

A problem is:

- A description of the desired functionality the customer wishes to achieve; or
- The step-by step process to reproduce a single undesired event; or
- Any and all exact error messages and description of incorrect behaviour.

In consultation with the customer, Preemptive’s Technical Support will determine the severity of the problem and move through an escalation process based on the issue’s severity, to identify the cause of the problem.

An incident is considered “open” when a customer provides Preemptive’s Help Desk with a single problem related to the original intent and design of the software. The incident is considered “closed” when Preemptive’s Technical Support presents a resolution related to the original incident and design of the software.

Resolution of a problem is defined as the Customer has received advice:

- On product functionality
- On rectifying a problem with the operating environment
- On actions that need to be taken to recover from a data or database corruption problem
- On correcting problems pertaining to an input stream
- That the problem relates to hardware and a call should be made to the hardware supplier.
- On identifying the problem that maybe the result of a known software defect.

## **Chargeable events:**

A chargeable event occurs when a request for support is made and Preemptive determines that the issue is not related to the covered software or products. Chargeable event will be billed to the customer directly at our hourly rate.

## **Payment Terms**

All support fees shall be payable upon receipt of Preemptive's Renewal Notice or Invoice and payment is due before support expires. Payment of the support fee entitles customer to utilize the support plan purchased. If payment is not received under the agreed terms, Preemptive will terminate the agreement. Support can be reinstated after expiry by paying the annual support fee plus a reinstatement fee.

**Note:** *All offerings are subject to Preemptive's Terms of Sale (details of which are published on our website on our documentation page at <http://www.preemptive.com.au/documents>)*

## **Important information**

ATSS-MM is ideal for products that are no longer actively supported by their original manufacturer or in the situation where development and patching had stopped. Support offered under ATSS-MM is completely independent of any third party and there is no recourse under this agreement for us to escalate to a third party. Preemptive is not acting as an agent/reseller or distributor in providing ATSS-MM.

Preemptive has the ability to create custom software and solutions for third party defects, such activities may incur additional costs which would only be charged with the agreement of both parties.

## **Support Contact Details**

For support contact Preemptive either by  
Lodging a ticket at <http://www.preemptive.com.au> (click Support link),  
Emailing to [support@preemptive.com.au](mailto:support@preemptive.com.au) or  
Calling +61 2 6299 8332