

Products	Description	Price *		
		12m contract	24m contract	36m contract
Software Assurance **	Servicepacks, Updates / Upgrades, Service-Hotline for 2 incidents	25%	35%	45%
Software Upgrade	Retroactive Software Upgrade	50%		
Servicepack	Bugfixes	free		
Service-Hotline ***	German-/English speaking Telefon-Hotline / Email-Support, Response-time 8 hours	1 incident	3 incidents	10 incidents
		€ 40,--	€ 100,--	€ 270,--
Technician Training				1.000,00 €/day

The Service-Hotline is available Mon - Thu from 9 am until 5 pm and on Friday from 9 am until 3 pm.
 Basis of all support packages is the direct handling of all support cases with the support division of the easescreen reseller.
 All system errors are to be documented by technically skilled personell of the end-user and to be forwarded to the support department of the easescreen reseller by email.
 The invoicing will be effected in advance.

* All prices indicated in % refer to the most updated listed prices (of the same or a comparable software package).
 All indicated prices do not include VAT.

** The product Software Assurance can only be purchased in conjunction with a POV-Client Software. There must not be more than 1 month between the purchase of the POV-Client Software and the Software Assurance.

*** Response time is the time within which a first response from the easescreen support division will be given.
 incident = every incident that will be reported by either email or telephone