

## Summary of Support Services



### Rates

Imex offers support in either contracted blocks or on a non-contract ad hoc basis. Imex support includes both Technical and Business Support

TRIM Support Options	Rate
24 hour support block (Includes expenses to Metro clients)	\$4,050 + GST
Additional 10 hour support block (Includes expenses to Metro clients)	\$1,500 + GST
Ad Hoc support by the hour	\$185/hr + GST and expenses

TRIM WCM Support Option	Rate
10 hour support block (Includes expenses to Metro clients)	\$1,850 + GST
Ad Hoc support by the hour	\$195/hr + GST and expenses

### Using Support Hours

Support hours are tracked each month with any support calls having the time deducted from the total support block available. Minimum times will be charged against your support block as follows:

Method of Contact	Minimum Time
Instant messaging & Techinline	15 minutes
Email	15 minutes
Phone	15 minutes
On site visit	2 hour

### Service Desk Availability

Coverage	Hours	Email address	Phone number
Standard coverage	8am – 5pm Monday – Friday	assist@lmexwa.com.au	08 64301888
After-hours coverage	All other times (Emails will be registered and attended to during the next working day)	assist@lmexwa.com.au	0411421311