



# Remedy IT

## REMOTE INCIDENT SUPPORT CONDITIONS

Support contract without guaranteed hours:

In order to obtain support from Remedy IT it is necessary to sign a support contract. Only the hours used for the issues you report will be invoiced.

Support contract with guaranteed hours:

In order to obtain support from Remedy IT with a guarantee of a certain amount of support capacity per month, it is necessary to sign a support contract stating the guaranteed hours, in blocks of 8 hours. In this case the issues are handled with higher priority.

Invoice will take place at the end of each month with a minimum of the guaranteed hours.

For both support contracts the price/hour will be EUR 75.00, excl. Dutch VAT. The price will be subject to yearly modification. Payment within 30 days.

The Support contracts with a guaranteed number of hours are closed for one year. Contact us for special offers on Support contracts shorter than 1 year or longer than 1,5 year.

For support questions please use the problem report form that you can find in the ACE package in the ACE\_wrappers directory.

After commencement of the Support Contract please send your questions regarding support by e-mail to:

- ACE : acesupport@remedy.nl
- TAO : taosupport@remedy.nl
- CIAO : ciaosupport@remedy.nl