

# Maxus Australia Software Support

At Maxus we offer expert technical support to help with the operation of your chosen software. Our support team can provide help and advice on the full range of technical questions - from report form design, right through to *WebPublisher PRO* interactive features.

## Our Support Charter:

We will provide answers to your questions in a timely, friendly and efficient manner. Most day-to-day solutions will be provided under our FREE SUPPORT category. If we are unable to provide free support, you will be advised that you will be charged, unless you are covered by an existing maintenance agreement.

According to the nature of your problem, we may be able to provide a solution immediately, or we may need to ask you to send us some files or samples so that we can diagnose the problem and provide an answer.

We are happy to receive your enquiries by telephone, fax, email or whatever means is most suitable. You can choose whether to pay in advance for assistance on an annual basis, or to be invoiced for those support calls that fall into the "chargeable" category.

**Free support** is provided for:

- All queries resolved in less than 10 minutes.
- Installation problems (up to one hour, for new installations only).
- System problems (when you receive system error messages indicating that you should contact your software supplier).

If your software is on a **current maintenance subscription** (purchased within the last 12 months), during the 12 months of your subscription you will be entitled to:

- DB/TextWorks single-user..... 2 Support Incidents
- DB/TextWorks 5-user or CS/TextWorks..... 5 Support Incidents
- DB/Text *WebPublisher PRO*..... 9 Support Incidents (covering both  
or *CS/WebPublisher PRO* TextWorks and *WebPublisher PRO*)
- Inmagic *Genie*..... 9 Support Incidents (covering  
TextWorks, *WebPublisher PRO* and  
*Genie*)

**Support Incidents** are defined as:

- support queries which require longer than 10 minutes to resolve
- queries where you need to send us files that must be installed before we can diagnose and resolve your problem
- queries where the WebEx<sup>†</sup> service is used.

If your software is **not** on a **current maintenance subscription**, or once you have used up all of your free *Support Incidents*, you have two options:

(a) Purchase a **Product Support Subscription** where:

- All calls are free during the subscription period.
- The WebEx<sup>†</sup> service for trouble shooting through an Internet connection will be used where necessary.

(b) Move to **invoicing** per incident, charged in 15 minute blocks.

## What is Support?

- Trouble shooting when you don't know what to do next.
- Fixing problems in report forms/query screens/menus.
- Explaining error messages.

## What is not Support?

- Designing report forms/query screens/menus.
- Designing web pages.
- Designing databases.
- Modifying existing structures.
- A visit from Maxus for on-site consulting.
- Work done via remote login to a customer's server or network.

The above are considered to be consulting activities and are charged on an hourly basis.

## What is WebEx? †

WebEx is an interactive online service that allows Maxus to provide demonstration and support services via the Internet. We provide you with a web address to log into, while making a connection by telephone. We can then either demonstrate software on our own system, or allow you to show us what is happening on your computer and thus trouble shoot the problem you are experiencing.

**Contact Maxus for more details, or to subscribe.**