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Telephone/Email Support Policy

Total Care – Level 1

This subscription plan entitles you to email and telephone support on a level 1 plan.

- Annual fee of \$199.00.
- Capped at 25 calls/emails per 12 months
- Support will be billed at \$20 per call/email after plan cap is exceeded

Total Care – Level 2

This subscription plan entitles you to email and telephone support on a level 2 plan.

- Annual fee of \$399.00.
- Capped at 50 calls/emails per 12 months
- Support will be billed at \$20 per call/email after plan cap is exceeded

Pay as You Go

You can also delegate to pay per call, which will see each support call charged at a flat rate.

- \$20.00 per call.

If you have any questions regarding these options, please do not hesitate to contact us.

- Reckon Software & Installation
- Reckon Accredited Training
- Telephone & On-site Support
- Consulting Services