

# PPC Remote Cover +

The PPC Remote Cover Plus support agreement is a 12-month fixed cost service that provides a high level of remote support, priority communication and peace of mind cover for your PPC card printer (configuration and operation only), its printer driver, and CardExchange (CE), and CardEze (CE) software installation.

It's your insurance against avoidable downtime in your card production routine.

Remote Cover Plus provides access to remote login support ensuring a greater level of interaction, including the training of new users, software updates, advanced support for increased operator satisfaction, reduced downtime and improved ease of use.

#### Remote Cover Plus Benefits include;

- 12-months Remote Support
- Offsite backup of your original CE installation and configuration
- Unlimited technical support\*
- New operator training, software and driver configuration
- Annually renewing to ensure uninterrupted support

\*Subject to Fair Use Policy



 **1300 651 277**

**PPC SERVICE  
TEAM**

**RATED 4.8 STARS  
BY OUR CUSTOMERS**



# PPC Remote Cover + Support Agreement

## Terms & Conditions

### 1 Support Coverage

Under the software support agreement PPC will provide unlimited support of Printer Driver, CardEze (CE) and CardExchange (CE) issues both via phone and via remote desktop sessions (assuming connectivity is available) subject to our fair use policy.

While many support calls will be handled immediately, all support incidents are targeted for a 4 hour phone response timeframe from first communication. If a support session requires more than 30 minutes, a time convenient to both parties will need to be arranged to deliver the support required, usually within 24 hours.

Issues not covered by the agreement:

- Problems with the data source (spreadsheet/database etc.)
- Problems with the operating system or other external software
- Initial installation, re-installation (other than restoring a valid backup)

Support may require the operator to carry out action on the computer in order to resolve the problem. Failure of the operator to carry out these requests may prevent resolution of some issues.

### 2 Agreement Commencement and Renewal

The Agreement commences at the date of invoice. If the agreement is not paid, all service provided under the agreement will be charged at full price.

In order to provide continuous and uninterrupted support, the agreement will be billed and renewed automatically at the anniversary of the expired agreement.

Cancellation of renewal must be requested in writing prior to the renewal being issued. In some circumstances, cancellation will be accepted up to 30 days after invoice, assuming no support has been provided between the renewal date and the cancellation request.

### 3 Software Subscription Service

PPC will provide access, free of charge, to upgrades of both new major and minor software releases during the period of subscription service for the following category of license: Licenses within 1 version of the latest edition. (For example, to be eligible for upgrade to version 9, the existing license in place must be version 8). Previous versions can also be upgraded but charges will vary depending on the age/version of the existing license.

The nominated contact at the customer will be notified via email on the release of new versions and will be provided with instructions on how to carry out the upgrade.

When the customer is ready to upgrade to a new major version during the subscription period a new license will need to be generated and the old license for the existing version of the software will be disabled. Please contact PPC by email at [support@ppc.com.au](mailto:support@ppc.com.au) to request a license.

## 4 Risks and Liability

PPC accepts no responsibility, liability or risk at any time for loss of data and configuration information (outside of the specified data backed up as a part of the Offsite DataFolder backup), time lost or any other damage caused during a software upgrade.

**Clarification:** The term data folder does not in any way mean database records, spreadsheets or text files containing variable information in any way, shape, or form. Data folder refers to the configuration information required to restore a template design, data connection parameters, and other items typically configured within the card exchange software.

**Important note:** The backing up of, and restoration of, record data is the responsibility of the customer.

## 5 Fair Use Policy

This software support agreement is unlimited in that there are no fixed number of hours associated with the support; however, it is subject to a fair use policy in relation to:

- A maximum of 2 new templates or data connections per annum (max 1 hour)
- A maximum of 2 calls on the same training or how to issue per annum (max 1 hour)

## 6 Backup of Data and License

This support agreement includes the offsite backup of the data and license folders that are commonly referred to as "CE Configuration" files. By providing a service of backing these files up at the commencement of a support agreement, PPC has the ability to provide a restore point and avoid the user from creating the templates from an empty/blank installation.

The PPC backup of the "CE Configuration" does not cover the ongoing database data which will be added after the PPC backup is captured. It is the users responsibility to ensure that the connected database and photo folder data is backed up. PPC will not accept responsibility for the loss of this data.

For instruction on the location of the database and photos folder, please request these details from your PPC technician as each site will vary depending on their PC set up.

## 7 Operating System and Third Party Issues

The support agreement does not cover the resolution of external issues with the operating systems or external third party applications. PPC will however provide assistance in attempting to identify and provide potential solutions to these issues at the discretion of the technician.

## 8 Data Source

CE does not have an internal data source; CE connects to external data sources to provide records for printing or update.

CE is not compatible with all data sources even if they are of a compatible file type. In particular MS Excel files that contain macros or complex cell formatting may be incompatible with CE.

The customer bears responsibility for the backup and maintenance of all data sources. PPC cannot maintain integrity of the data source in any format (e.g. SQL, Oracle, MS Access, Excel, csv)

## 9 Contact Details

PPC's standard support centre handles all support calls and the person handling your call may change depending on availability, if however you have a specific and ongoing issue and you need to maintain continuity of contact with one person please ask for that person, though delays may then occur in the response.

Phone: 1300 651 277    Email: support@ppc.com.au    Web: <https://www.ppc.com.au/support/>

## 10 Automated renewal / Opt Out Option

The PPC Remote Cover Plus is an annually renewing support agreement and is designed to ensure that high levels of support are maintained through the products life. If the support agreement is not required, then please email support@ppc.com.au cancelling the agreement.

## 11 Onsite Installation / Remote Installation

Upon commencing the PPC Remote Cover Plus agreement, the customer is entitled to a free onsite installation if located within the metropolitan areas of Brisbane, Sydney and Melbourne. At an additional cost of \$100 ex GST, the range of onsite installation can be extended to outer metropolitan areas to include the following regions (areas outside the regions below are available but will be priced upon request):

- Outer Metropolitan (Brisbane) : Gold Coast Region / Sunshine Coast Region
- Outer Metropolitan (Sydney) : Newcastle Region / Wollongong Region
- Outer Metropolitan (Melbourne) : Mornington Peninsula Region / Geelong Region

For customers located outside the areas above, remote installation will be provided free of charge at the commencement of the PPC remote Cover Plus Agreement.

**Definition of Onsite Installation:** One time site visit to install, configure and implement the CE software package and printer drivers along with user training to produce cards from configured templates and general user training for the hardware purchased. A coordinator will make contact prior to the technician arrival to ensure that the desired configuration and setup requirements are discussed and confirmed before the onsite installation takes place. This service usually takes 1½ hours.

**Definition of Remote Installation:** One time remote log in via TeamViewer to install, configure and implement the CE software package and printer drivers along with user training to produce cards from configured templates and general user training for the hardware purchased. A coordinator will make contact prior to the technician arrival to ensure that the desired configuration and setup requirements are discussed and confirmed before the remote installation takes place. This service usually takes 1 hour.

**Installation requirements:** To take advantage of the free installation provided with this support agreement, the installation (onsite or remote) must be scheduled, although the scheduled time may be outside this timeframe, within 45 days of invoice. Any exceptions to this must be authorised by the National Support Manager

**Parking requirements:** This agreement will cover up to \$25 parking costs incurred while performing the onsite component of the installation. Any parking costs additional to this will be charged back to the customer.

## 12 Additional Licenses / CE Ultra Support

The PPC Remote Cover Plus support agreement is offered for the support of a single printer/license configuration support package. If there are additional software licences purchased, the additional cost of \$55 ex GST will be added to the annual agreement cost.

## 13 Provision of Chargeable Support; External to Agreement

Any work requested by the customer not covered in this agreement; for example onsite training requirements unable to be performed by remote support, can be provided under a Statement of Work agreed to by both parties. This method of support is only available to customers located in metropolitan Brisbane, Sydney and Melbourne. Onsite callout fee and hourly labour rate for the duration of this support agreement is as follows: \$100 ex GST callout fee will apply to any onsite visit, with an hourly labour rate of \$190 ex GST with a flat rate of 1 hour to be billed for any time up to the end of the first hour, and then additional time to be charged in 15 minute increments.