



A points support contract for accessible and reliable service

What is a points support contract?

With the PHI DATA points support contract you purchase a number of points which can be used whenever you need some support in your Auto-ID related systems.

Which type of activity is covered?

You can use support points for the following **types of support**:

- Ad hoc support for Auto-ID related hardware and system software, interfacing, wireless networks, problems with consumables etc.
- Problem analysis/solution, advice, diagnosis, configuration, tuning, update/upgrade, tests, compatibility, training, installation.

For the following **systems**:

- Barcode printers and scanners, RFID readers, RTLS systems, speech recognition, mobile computers, WLAN, print & apply, wireless condition monitoring.

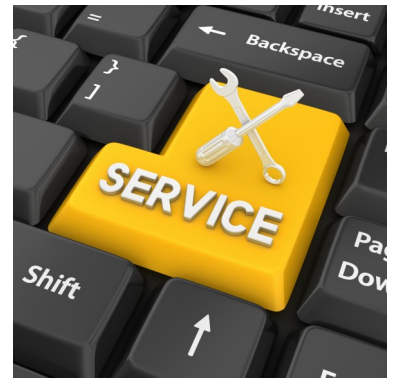
Support activities are carried out according to availability of personnel, information and resources and depending on original manufacturer details, conditions and support.

Which type of activity is not covered?

- Hardware repairs. These are covered by PHI DATA maintenance contracts or valid product warranty.
- Development, adaptation, updates, upgrades or support on application software.

Advantages

- Convenient **Customer portal** with continuous access for logging requests and an overview of remaining points.
- **Certified engineers** are available for support (by telephone, e-mail, remote access or on site).
- Clear **overview of the support points used**: an estimated number of points will be communicated based on your request. After the activity has taken place the real number of points will be calculated.
- A **competitive price** compared with the normal hourly rate.
- **No administration** required for you to raise the order.



Available packages

Package	Number of points	Hours of Support	Price*
Package8	8 points	2 hours	€240.00
Package16	16 points	4 hours	€472.00
Package32	32 points	8 hours	€912.00
Package96	96 points	24 hours	€2,640.00
Package192	192 points	48 hours	€5,184.00

* excl. VAT and no administration costs for amounts below €250.

Validity of points

Support points purchased remain valid for **2 years** after activating. Support is provided as long as the points level is sufficient and the respective invoices are paid on time.

Service team availability

You can count on the service team during **PHI DATA office hours**, which are Monday to Thursday from 8.30 am to 5 pm and Friday from 8.30 am to 4 pm, except bank holidays.

Support is provided

- **remotely** (by telephone, via e-mail or using remote access)
- **on site** at the customer's premises (the travel time will be also be calculated in support points)

**Choose today for convenience and transparency.
Log all your requests for support in our Customer portal via**

rma.phidata.be

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