



Pre-paid consultancy hours can be purchased in bundles to cover:

1. Additional 1<sup>st</sup> level support hours (Bug fix & Q+A time only)
2. Professional Services activities including:
  - a. Project Work
  - b. ITIL & ITSM consultancy
  - c. System configuration
  - d. System integration
  - e. Development Enhancements
  - f. Training
  - g. Documentation

Customer may elect to use hours on any of the above activities as needed. SupaTools require a minimum of 48 hours notice before conducting requested work by customer.

Consultancy hours exclude travel, accommodation and transfers where on-site presence is required.

SupaTools maintains an accurate record of hours used, which is communicated to the customer at regular intervals or on request by customer.

The following time bundles are available:

Hours	Price
10	\$1,200
20	\$2,300
40	\$4,400
80	\$8,400

Prices are in USD and exclude local applicable taxes.

Consultancy hours must be used within a 12 month period and cannot be carried over.

The commencement date and number of remaining hours can be viewed in the SupaDESK portal by the customer at any time and is updated weekly.