

SUPPORT SERVICES PRICE LIST

PN	Description	Price (EUR)
BHZ.HTS.H	General hotline technical support hourly rate	100.00
BHZ.HTS.D	General hotline technical support daily rate	500.00
BHZ.OS.D	Onsite troubleshooting daily rate Travel & living not included Spare parts not included	1000.00
BHZ.ADSK.M	Boneheadz 1st line monthly support for Autodesk Flame / Lustre / FlamePremium, per license <i>Note: minimum 6 months</i>	150.00
DSC.REN.12	Renewal discount for 12 months contract <i>Note: support has to be renewed before the current one expires</i>	-10%
DSC.REN.24	Renewal discount for 24 months contract <i>Note: support has to be renewed before the current one expires</i>	-15%
BHZ.OBH	Out of business hours hourly rate. <i>Note: Applies to all incidents dealt with, out of business hours</i>	100.00

- Hotline telephone and email support is provided from Bratislava, Slovakia (CET) Monday to Friday, 9.00 – 18.00 (9/5), excluding statutory holidays
- Hotline support does not include any bug fixes or new features (unless made available for public by original software supplier)
- Travel and living expenses will be charged as incurred