

SUPPORT PRICELIST

PN	Description	EUR
BHZ.HTS.H	General hotline technical support hourly rate.	100,00
BHZ.HTS.D	General hotline technical support day rate.	500,00
BHZ.HTS.Y	Annual hotline technical support for XYZ system, per system. Includes telephone & email support. Includes remote assistance when necessary.	2000,00
BHZ.HTS.M	Hotline technical support for multiple systems alike. Includes telephone & email support. Includes remote assistance when necessary.	per request
BHZ.OS	Onsite troubleshooting, per day travel & living not included, spare parts not included.	1000,00
BHZ.FA-S.Q	Boneheadz 1st line quarterly support for Autodesk Flame / Lustre / FlamePremium, per license <i>Note: Autodesk Subscription required</i>	220,00
BHZ.FA-S.Y	Boneheadz 1st line annual support for Autodesk Flame / Lustre / FlamePremium, per license <i>Note: Autodesk Subscription required</i>	650,00
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