

# Support Services

## Training

- Instructor led training is provided with every Telebase package that is sold. TMI will provide the training either at our TMI training facility or at the customer premise.
- TMI training personnel will provide a Telebase Client User Guide and a Telebase Training Manual for the attendees at each training session.

## Support Contracts

- TMI's Support Services include training, help desk support, software patches, new software releases and a client advisory committee ensuring support before, during, and after the successful implementation of the Telebase system.
- TMI offers three levels of annual support contracts: **bronze, silver and gold.**

<b>Gold</b>	<b>Silver</b>	<b>Bronze</b>	<b>Description</b>
✓	✓	✓	TMI Help Desk support services 8:00 am to 5:00 pm Monday to Friday, excluding statutory holidays.
✓	✓	✓	Software patches
✓			One client representative on the TMI user advisory committee.
✓	✓		New software releases
✓			Help Desk support <b>includes operational issues</b> for the first 90 days. After 90 days, support for operational issues is subject to time and materials charges at TMI professional services published rates <b>less 50%</b> .
	✓		Help Desk support <b>does not include operational issues</b> . Support for operational issues is subject to time and materials charges at TMI professional services published rates <b>less 30%</b> .
		✓	Help Desk support does not include operational issues. Support for operational issues is subject to time and materials charges at TMI professional services published rates.
			Note: Help Desk support is restricted to software issues.

