

# ocelot

## practice management software

### Support Fees

The Ocelot Practice Management System is licenced for one or four years.

For ongoing support, we offer several options:

Pay-Per-Call	Annual Subscription
<p><b>'You Call Us'</b> \$45 / 15 minutes<sup>^</sup></p> <p><b>Callback by IT Staff</b> \$45 / 15 minutes<sup>^</sup> PLUS \$15 phone fee</p> <p><b>Online Live Support*</b> \$45 / 15 minutes<sup>^</sup></p>	<p><b>\$200</b></p> <p><b>Provides you with up to SIX 'You Call Us' Service Calls</b></p> <p>Subscriptions must be paid <b>prior</b> to making support calls. Contact us to arrange a subscription (otherwise, normal support costs will apply for your initial call)</p>

<sup>^</sup> Or part thereof

\*This Support Service must be pre-booked in advance

**BEST  
VALUE**

Upgrade Support	Migration Transfer/Re-Register <sup>+</sup>
<p>Clients are entitled to <b>ONE WEEK</b> of <b>FREE Support</b> from Date of Upgrade.</p>	<p>Ocelot Computer System Re-Registration or Transfer Fee <b>\$150</b></p>
<p><b>Single User Desktop Support</b></p> <p>Clients who have purchased the <i>Single User Desktop</i> version are entitled to <b>ONE MONTH</b> of <b>FREE Support</b>.</p>	<p><b>Additional Fees (incl. GST):</b>            Charge of Extra Work.....\$45 / 15 mins<sup>^</sup>            Phone Fee.....\$15</p>

<sup>+</sup> This support service must be pre-booked, Agreement document completed and a time allocated.