

## Customise Your Accounting Cover – Your Support, Your Way

Features	Essential Cover	Essential Cover Plus	Premium Cover
Phone Support (9:00am – 5:30pm, Mon – Fri)	✓ (Standard Queue)	✓ (Priority Queue)	✓ (Dedicated Account Manager)
E-mail Support (9:00am – 5:30pm, Mon – Fri)	✓ (Standard 24 hr turnaround)	✓ (Priority 4 hr turnaround)	✓ (Dedicated Account Manager)
Free Data Repair (The express 1 day turnaround option is also available for Essential Cover Plus customers at a reduced fee)	✓ (Standard 5 day turnaround)	✓ (Fast 3 day turnaround. Express 1 day service available at a reduced fee)	✓ (Express 1 day turnaround)
FAQs and Knowledgebase access	✓	✓	✓
Free Password Decode	✓	✓	✓
Free Annual Version Upgrade		✓	✓
Financial Year Change 24 hour Turnaround Service		✓	✓
Free Personalised Invoice / Statement Design Template(s)		✓ ( 1 free template)	✓ (3 free templates)
Online Credit Control Advice (Coming March 2009)		✓	✓
Discounts on Training (The free 1 day course for Premium Cover customers must be booked within 6 months of taking out the support contract)		✓ (10% discount)	✓ (10% discount + 1 free 1 day course on our premises)
Discounts on Stationery		✓ (10% discount)	✓ (25% discount)
Software Installation & Set up (Half-day onsite)			✓
Tip of the month			✓
2 Site Visits (To be used within 12 months of taking out the support contract)			✓