

DATE: July 2019

TO: Users of UnetOnLine Services

FROM: Eileen Roy, UnetOnLine Services

RE: Hotline Support Per Incident Service

UnetOnLine Services is pleased to offer Local Unions and JATC site users a Hotline Phone Support Per Incident Service payment option. Locals can request our services assisting to resolve time sensitive matters in their Labor affiliated applications, general assistance with Microsoft products (Word, Excel), and assistance with hardware (printers, scanners) or setting up Computers.

UnetOnLine Services Hotline Support Per Incident Service cost is \$250 for up to 2 hours per incident. The Per Incident service may additionally be used for staff training, new user training or special project support. Other support pricing options are available including on-site group session or scheduled Web based GoToMeeting based training sessions. Please contact us to discuss or arrange the specifics based upon your requirements.

Should your incident not be resolved within the 2 hour timeframe, an additional Per Incident support charge can be authorized or the service can be provided based on a per unit basis. A unit is defined as an up to 20-minute increment of support time @ \$80.00 per unit and will be added to the invoice.

UnetOnLine Services support number is 410-414-9936. Our phone lines will be staffed Monday through Friday (except for Holidays) from 8:00am to 5:00 pm EST. Our goal is to continue to respond to URGENT calls within 30 minutes or less, and to respond to all other calls in less than four hours.

***All Hotline Support options will be invoiced and can be paid on-line utilizing UnetOnline Services QuickBooks secure email-based invoicing and payments options. Time spent loading software releases/updates onto locals' systems will be deducted from the units currently available.***

We appreciate the opportunity to provide your Local or JATC this service option. Should you have any questions concerning the Hotline Support Per Incident Service or any other services options please contact our office at 410-414-9936.