

DATE: July 2019

TO: Users of UnetOnLine Services

FROM: Eileen Roy, UnetOnLine Services

RE: Hotline Support Subscription Plan

UnetOnLine Services is pleased to announce Hotline Phone Support to Local Unions and JATC site users. Our Hotline Phone Support structure is based on units of time. A unit is defined as an up to 20-minute increment of time spent by UnetOnLine Services staff to assist with resolving the issue for which you have requested assistance. These support units can be used towards Hotline support assistance with your Labor affiliated applications, general assistance with Microsoft products (Word, Excel), and assistance with hardware (printers, scanners) or setting up Computers.

UnetOnLine Services Hotline Subscription Plan is \$750 for one year of Hotline support which includes 14 units. The Plan units 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 you exhaust your available units during the Hotline Support Subscription plan year you may renew your subscription or be invoiced on a per unit basis.

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 Subscriptions will be invoiced and can be paid on-line utilizing UnetOnline Services QuickBooks secure email-based invoicing and payments options. All units on account will expire a year from the date of purchase. 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 these services. Should you have any questions concerning the Hotline Support Subscription plans or any other services options please contact our office at 410-414-9936.