



Effective August 15th 2019

RE: Service and Support Updates:

723 SW 7th Ave, Amarillo, TX 79101

806-373-4148 | 800-749-9025

www.diamondbusiness.net

For all of our current Photo ID, Access Control, Visitor Management and Central Issuance clients who do not currently have a Support Agreement – we have implemented a program to provide on-going support for all of your **NON-HARDWARE** issues. We want to do our best in keeping your system up and running and with this program you will be able to know the cost upfront that are required for this support.

All Remote Support Software Calls will be billed at \$ 150.00/hour with the minimum billing time to be a 1/2 hour. Billable via a Credit Card or PO – this must be offered up at the time of initial call. These include but are not limited to:

➤ **DATA MIGRATION**

- From one database to another, or migrating data from one year to another (ie, student updates, inactive employees being purged...)

➤ **REINSTALLS**

- Reinstalls of Software and hardware drivers due to a user supplied PC crashing, or being replaced or upgraded
- User caused issues – deleting of data that could corrupt the system or a virus from an outside source.

➤ **ARTWORK CHANGES**

- New School year, New Logos, Bell Schedules, or other changes to text or logos, if new artwork or templates are to be designed by Diamond Business Services Staff this charge will be applicable.

➤ **EQUIPMENT NOT PURCHASED FROM DIAMOND BUSINESS SERVICES:** all standard non-contract labor rates will apply. Warranty work may or may not be applicable.

➤ **SOFTWARE USER AGREEMENTS (SUA's)** will be billed at the annual rate at the time of renewal if not already covered under a service contract with Diamond.


HARDWARE SUPPORT will be managed one of two ways:

ON-SITE SERVICE – Billable at \$ 175/hour portal to portal including labor time and parts.

DEPOT SERVICE –Your equipment will be shipped to our location in Amarillo and serviced on our bench to be returned to your location when issue is solved. An estimate will be given at the time of inspection and upon approval, service will begin. Freight charges are the responsibility of the customer. Proper packaging is also the client's responsibility.

REMINDER: Customers with a current Preventative Maintenance agreement will not incur this expense as you are covered under your current agreement.

If you are interested in a proposal for a Preventative Service Agreement please contact us at AR@diamondbusiness.net or at 806-373-4148 \ 800-749-9025 to schedule an inspection. Please know we greatly appreciate your business.


Charlia Pence - President