

# NetStripes support to innovate and grow

NetStripes Support helps you to keep innovating and growing the digital presence of your business.

The support packs are designed to get the attention and priority that your business deserves when you need support.

## Prepaid Packs

	Price	Price/hour
2 hours	\$290	\$145
8 hours	\$1,000	\$125
15 hours	\$1,500	\$100
25 hours	\$2,250	\$90

## Support for additional work, development, upload content or images

SLA during business hours - 8.30 to 17.00	Prepaid Packs	Ad hoc requests
Response time to acknowledge request	2 hours	4 hours
Quote for client request	1 day	2 days
Obtain client approval for quote	-	-
Response time to commence work	1-2 business days post client approval	Based on availability on a best effort basis, post approval
Price per block hour	*See prepaid packs	\$145
Billing increments	30 minute intervals	60 minute intervals

## Support for website related issues

SLA during business hours - 8.30 to 17.00	Prepaid Packs	Ad hoc requests
Response time to acknowledge request	30 minutes	2 hours
Response time to commence work	4 hours	Based on availability on a best effort basis
Price per block hour	*See prepaid packs	\$145
Billing increments – business hours	30 minute intervals	60 minute intervals
Billing increments – non business hours	2 time standard rate	2 times rate above (i.e. 60 minutes billed as 120 minutes)

\*All prices and specifications are subject to change.