



LinkUP Premium Support Details

Covers:

- ✓ Support via Online Tracker – which allows you to raise issues or questions, attach files and track issues online 24 hours a day
- ✓ Support via email, including how to use advanced functions in relation to your individual projects to improve efficiency
- ✓ Support via telephone both incoming and outgoing
- ✓ 72 hour response time
- ✓ Preferential upgrade prices
- ✓ Personal emails regarding free updates when available
- ✓ Technical support includes; troubleshooting, tips and hints, help with advanced functions, help with initial ODBC setup if using our preferred supplier

Does not cover:

- ✗ Questions related entirely to Quark functions (where they are part LinkUP/part Quark questions we will endeavour to answer fully)
- ✗ Questions related entirely to database issues or software issues not LinkUP-related
- ✗ Development of special solutions not already covered by functions of our software – although these can be quoted for you when required
- ✗ Troubleshooting ODBC setup either with our preferred driver supplier or a vendor of your choice – you need to contact the driver vendor for installation help (although we will try to help you with this if you use our preferred supplier)
- ✗ On-site assistance – although this can be quoted for if required

Notes:

- This is paid-for additional support, 90-day free email support is email only with no set response times
- Annual Premium Support is unlimited (during one calendar year), but is conditional upon you ensuring all your LinkUP copies are covered. I.e, if you purchase additional copies of LinkUP during the Support Year, you must cover them too. Additional licences for Premium Support are heavily discounted, as are additional full copies of LinkUP.
- For prices of Annual Premium Support or questions about coverage, please contact us via: sales@mcresearch.co.uk quoting your LinkUP Serial Numbers.