



Allpro Technology

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Time Block Support Policy

Effective 3/25/2013

Effective 3/25/2013, Allpro Technology will be implementing and enforcing a new Time Block Support System. In the past, we have set support policies, but rarely enforced them. Due to the growth our company has had over the last few years, we are now at the point where an effective support policy must be implemented and enforced. While this will change the way our support is monitored, documented, and billed, we are still committed to providing excellent support to our customers.

How Support Is Tracked

When you contact Allpro Technology via phone or email, we will create a support ticket to document your support incident. The time spent providing support will be automatically tracked by our Support System. A minimum of ten minutes will be applied to each support ticket. For example, if the support time was for twenty minutes, then twenty minutes will be deducted from your Time Block. If the support time was for five minutes, then ten minutes will be deducted from your time block. Note that ALL support calls, regardless of their time, will be tracked and applied towards your Support Time Block.

What Qualifies for Time Block Support

When you contact Allpro Technology, all support will be tracked via our support ticketing system. This includes email, telephone, and remote support. All support will use the same time structure, regardless of which method was used, to provide support. Time Block Support will also be used for all types of support. This includes issue resolution, training, reinstalls, etc.

What Does NOT Qualify for Time Block Support

Each support ticket will be reviewed upon completion. If we determine that your issue was caused by a software bug, time will not be deducted from your Support Time Block. Note that this determination will be made by the support technician providing support as well as the Support Administrator.

Authorized Support Users

Allpro Insulator Version 8 produces a "Users Profile Report" that can be sent to Allpro Technology. This report lists the users that you authorize to contact Allpro Technology for support. Allpro Technology only provides support to authorized users. This allows you to control the support time used.

Managing Support Tickets

Allpro Technology will maintain an email for each authorized support user. We will also maintain an email address for your software administrator. Each time a support ticket has been created, the completed support ticket will be emailed to both the user receiving support, as well as the software administrator.

Allpro Insulator Version 8 also has a new “View Support Summary” option list on the Help menu. When selected, authorized users will be able to view a report that displays a summary of all the support tickets issued to your company.

How to Acquire Support Time Blocks

When you make a qualified purchase, a specified amount of time in minutes will be added to your support Time Block. Qualified purchases include:

- Original Allpro Insulator Purchase
- Additional Allpro Insulator License Purchase
- Upgrade Purchase

(Note that Allpro Cloud Services does NOT qualify for Support Time Block additions)

Support Time Block Pricing

The standard rate for Time Block Support is one dollar per minute. When you make any of the previously mentioned purchases, ten percent of your purchase price will be applied towards your Support Time Block. For example, if you were to purchase an Allpro Insulator Upgrade for \$600, 60 minutes would be added to your Support Time Block. Note that original purchases made more than three months before this support policy is put into effect will not be applied towards your current Support Time Block.

If you require additional support time beyond what is included in your purchase, you can purchase additional Support Time Blocks from our web site. By selecting the “Purchase Support Time Block” menu option from the Help menu located in Allpro Insulator Version 8, users will be directed to our shopping cart. Support Time Blocks are currently available in 120 minute and 500 minute blocks. A 20% discount is applied when purchasing the 500 minute time block.

Previous Version Support

Allpro Technology will continue to provide support for our previous year’s version. Once Allpro Insulator Version 8 is released, we will no longer provide support for Versions 1 through 6. Also note that customers purchasing Support Time Blocks for our previous version will have to purchase our “Previous Version Support Time Block”. Previous version support is still available but at a higher cost. It is much more difficult for our support representatives to provide support for previous versions.

As previously stated, we are still very dedicated to providing high quality support to all of our customers. This support policy will simply help ensure that our time can be evenly distributed amongst all of our customers. We appreciate your support in helping us implement this new support system.