

AFTER-HOURS SUPPORT REQUEST FORM

Please complete the following form and fax to 03 9690 8010

Name of Practice				
Phone No		Customer ID		
Contact Name				
Details of the Company and/or Person who will be calling the after-hours support number:				
Name of Company				
Contact Name		After-Hours Phone No		
The call will not be attended if it falls outside of the booking date and times below.				
Date of After-Hours Support		Start Time		End Time
Reason for After-Hours Support				
NOTE: Ensure that the practice has all the required setup CDs, update patches, registration keys/activation details, MedWin daily password, release notes and instructions organised and ready during office hours. Medtech staff will not be about to provide any of the above resources after hours.				
Our After-Hours Support Call Rates:				
Monday to Friday		Saturday, Sunday, and Public Holidays		
5:00pm to 10:00pm - \$50 + GST per 15 min		8:30am to 5:00pm - \$50 + GST per 15 min		
10:00pm to 8:30am - \$100 + GST per 15 min		5:00pm to 8:30am - \$100 + GST per 15 min		
The following rules apply to After-Hours support call billing:				
<ul style="list-style-type: none"> Support hours are based on the local time of where the practice resides Registration for after-hours support is free. No charges will apply if the client does not make the after-hours call Minimum charge is 15 min per after-hours call All After-Hours calls are charged in 15 min blocks The practice named above is aware of the after-hours support fees and has agreed to pay for the fees upon using the after-hours support service 				
Signature: _____			Date: _____	
NOTE: This is to be signed by the contact person for the practice who must have legal authority to accept liability for the practice or has obtained consent from the practice's management to act on behalf of the practice.				

FOR OFFICE USE				
Name	Description	Start Time	Duration	Charge (\$)
Office Notes:				
Signed: _____			Date: _____	

*If you require any After Hours Support, please contact the Medtech Helpdesk on 03 9690 8666 during **normal office hours** to lodge a registration. The registration should be lodged at least **two business days** before the After Hours Support Service is required, in order to ensure that we can allocate our support staff to serve your request.*