



# 2011 Services Price List

**11.2 Version**  
**Official as from 1st July 2011**



## Hot Line Support

Description	Code	Cat.
<p>Annual Support and Maintenance Contract.                      This annual contract allows the user the following privileges:</p> <ol style="list-style-type: none"> <li>1. Free Upgrades with 1st Editor license (10% of listed price for each upgrade for any following purchased editor licenses).</li> <li>2. Priority Hot Line Support</li> <li>3. Web Services Support.</li> <li>4. N. 20 hours service a year (not accumulative), independently from the number of hot line calls.                      Note that product bug fixes (without workarounds) are not counted within this service.</li> </ol>	<p>ASTEL-Y</p>	<p>Cat. A</p>
<p>Six month Support and Maintenance Contract.                      (As above but with only 10 hours Hot Line support)</p>	<p>ASTEL-S</p>	<p>Cat. A</p>
<p>Pay-per-Incident</p> <ol style="list-style-type: none"> <li>1. Hot Line support for individual incidents.</li> <li>2. Independently from number of calls made as long as kept within one working hour.</li> <li>3. A cost estimate requiring confirmation will be issued for incidents needing more than one hour's work.</li> <li>4. Product bug fixes (without workarounds) are not counted within this service.</li> </ol>	<p>AST-PPI</p>	<p>Cat. A</p>

## Training Courses for Individual Companies

Description	Code	Cat.
Training course for individual companies at the Progea head offices (max. 8 participants).	TRNG-DY	Cat. A



*5 hours hot line support will be awarded to those purchasing at least one day's training course with first DEV11-FL license.*

## Multi-company Training Courses

Description	Code	Cat.
Multi-company training course at Progea head offices (or elsewhere as organized by Progea).	TRNG-MA	Cat. A



Training Course (1 day) dates and location will be organized solely by Progea and cannot be disputed.  
 Costs are referred to each participating company with a max. 2 persons per company.  
 Progea reserves the right to cancel any organized training course event if enrolled number of participants does not reach the minimum limit.

## Personalized Support

Description
<p>Progea will provide personalized support according to specific customer programming needs. The Progea technical support team is available for private consultation alongside client for not more than three days being two days more than usual training course of one day.</p> <p>Consultation and/or component development and /or projects that take more than 3 days will be subject to a personalized quotation based on the type of technical help needed.</p>

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