



**ANPR Software Support &
Maintenance**

SUPPORT SUMMARY

	Included	ANPR Support Package
License Support	Via e-mail. Admin fee applies.	Via any channel. No fees for subscribed licenses.
Product Support – Online Ticketing System	Single ticket tracking. No guaranteed response time.	Organisation ticket tracking. Multiple users per customer account.
Product Support – E-Mail	Available.	Priority support. Typically, within same working day and no later than 3 days.
Product Support – Telephone	Not available.	Available 9 a.m. to 4 p.m. Monday to Friday excluding UK bank holidays.
Bug Reporting	Report submission via e-mail.	Priority issue triage. Report submission via any support channel.
Major Version Upgrades	New license purchase required.	Included.
Cost	-	20% of license fee per annum

