

## IRis Customer Service and Training Information

### Customer Service and Support: Account Required

<b>Annual Service Level Agreement (SLA) — Choose one:</b>		
• <b>Silver</b>	\$500*	Up to 6 hours
• <b>Gold</b>	\$1500	Up to 18 hours
• <b>Platinum</b>	\$2500	Unlimited
• <b>Per Incident</b>	\$45	

**Service Level Agreement (SLA) Account:** Add one SLA Account for each IRis license held; minimum level is \$500 per year per IRis license. SLA's do not rollover to next calendar year.

Covers all technical support issues, how-to information, IRis 4.0 update files, and maintenance issues. Custom programming quoted on a case-by-case basis (smaller jobs may be charged against the SLA account). Online training and consultation costs may be charged against the SLA account. Support is delivered via toll-free telephone, email, and/or web conference session.

Once SLA time period is exceeded, customer will be billed \$45 per incident.

### Training Options

<b>On Site (Location of your choice*):</b>	
• <b>One Day</b>	\$1500
• <b>Two Days</b>	\$2250
• <b>Three Days</b>	\$3000
• <b>Additional Workbooks</b>	\$22 each

\*Customer responsible for making arrangements for meeting facility, computer lab, etc. Instructor will consult with IT personnel to make sure software is ready to use.

Cost covers up to 8 hours per day with instructor, their travel and meal costs, and up to 5 workbooks. 21-day advance notice required.

<b>Online (via Web Conference Meeting):</b>	
• <b>Per class</b>	\$95 per Internet connection

Online classes are offered each week; see schedule for current listing. Classes are 1-1.5 hours long. An Internet-ready computer and a telephone are needed. DSL/cable connection or better is preferred. Register prior to class via email to: [sales@suncoastprograms.com](mailto:sales@suncoastprograms.com).