

Service Level Agreement

Initial Implementation

Meetings and phone calls will be provided as required to assist the Customer with the completion of the relevant forms, and for the Company to obtain all relevant information to ensure effective implementation including correct installation of the Hardware.

Initial configuration training for system users is included in the initial implementation with the Customer.

Ongoing Service

General & Technical Support

The Company will provide technical, administrative, and software support for Hardware and Services supplied by the Company, including, but not limited to the use of the system, purchasing of new Hardware, enquiries regarding the Software, and technical issues.

Support will be provided via videoconferencing, telephone, or email during normal business hours (8:30am to 5:00pm AEST Monday to Thursday and 8:30am to 4:00pm AEST Friday).

Please contact the support team on 1800 837 433 (toll-free) or support.australia@optix.co.

Any issues that cannot be resolved during the initial contact will be assigned to a Company team member to ensure that it is resolved appropriately.

Please note, the Company may not be able to assist with support issues arising due to circumstances outside of the Company's control (e.g., Customer error, third-party software issues, connectivity issues).