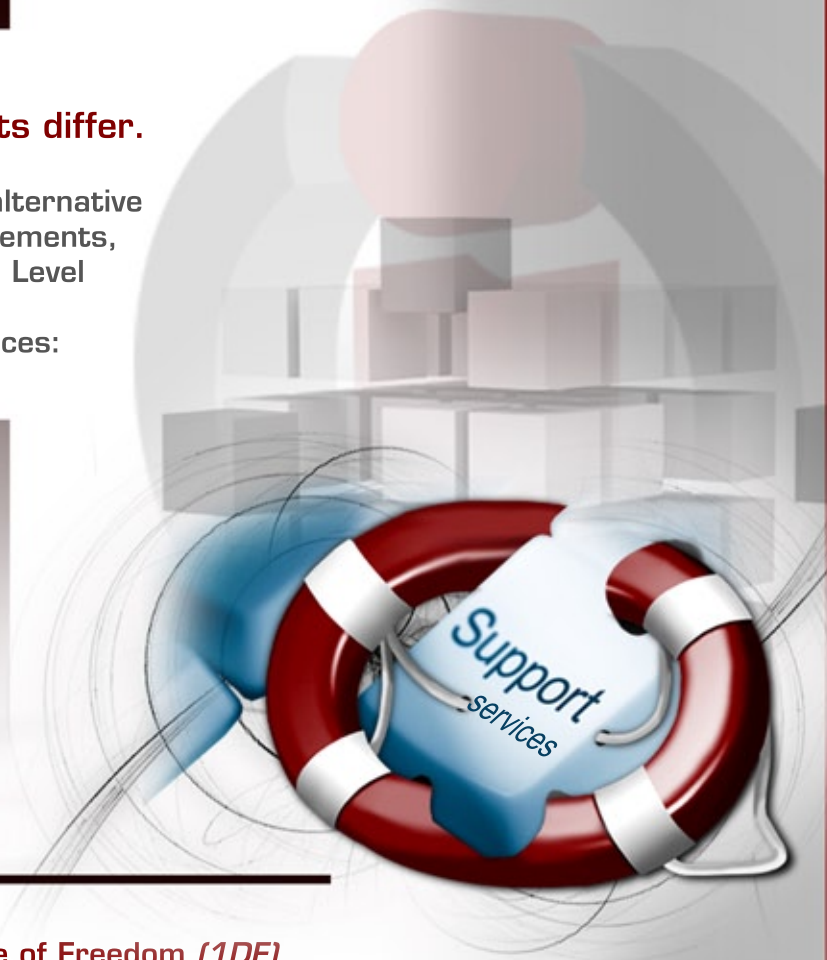


## Client requirements differ.

iPlan propose three alternative Support Service agreements, with different Service Level Agreements (SLA's), commitments and prices:

To speak to iPlan about our offerings, please contact:

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SUPPORT SERVICES  
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### One Degree of Freedom (1DF)

Ad-hoc support for a minimal fee, provided as requested on a call out basis as agreed by the customer at normal rates. This offering is aimed at organisations requiring ad-hoc support without guaranteed response criteria.

### Two Degrees of Freedom (2DF)

Telephone, remote and on-site support on a retainer basis with preferential rates for reserved hours and priority access to resources based on the degree of urgency. This offering is aimed at organisations requiring a guaranteed service.

### Three Degrees of Freedom (3DF)

The same benefits as 2DF; with the addition of a resident "Seeker of Value". This offering is aimed at organisations that consider their business systems as core to their organisation's success and actively pursue continuous enhancements and return on investment.

**iPlan SUPPORT can provide the following service:**

- Business process design, mapping and implementation, incorporating industry best practices.
- System implementation, training, "handholding", troubleshooting, investigation and event logging of errors with product suppliers and co-ordination of bug fixes, port updates and software upgrades.
- Project and Process Change Management.
- Fulfilling the role of "Seeker of Value"; focussing on maximising the return on investment.