

## Blueline SQL Licencing Plans 2023

|  | Plans         |                |                 |
|--|---------------|----------------|-----------------|
|  | Blueline Free | Blueline Lite  | Blueline Pro    |
| Cost   | \$0           | \$680 Per Year | \$1850 Per Year |
| <b>Software</b>  |               |                |                 |
| Blueline SQL Alarm SERVER                              | Yes           | Yes            | Yes             |
| Enhanced Reporting and Dashboard System                | No            | Yes*           | Yes*            |
| Blueline WATCHER System Monitor                        | No            | No             | Yes             |
| <b>Additional Features</b>                             |               |                |                 |
| Remote Reporting and Dashboard VIEWER Client Licence*^ | N/A           | 1**            | Unlimited       |
| 24/7 Technical Phone Support                           | Yes           | Yes            | Yes             |
| - Business Hours (AEST)                                | Chargeable    | Chargeable     | Free            |
| - After Hours/Weekends/Public Holidays                 | Chargeable    | Chargeable     | Chargeable      |
| Offsite System Monitoring                              | No            | No             | Yes             |
| Free Nursecall Software Updates                        | No            | No             | Yes             |
| Alarm Data Monitored Cloud Backup                      | No            | No             | Yes             |
| System Asset Management                                |               |                |                 |
| - Windows Security Updates                             | No            | No             | Yes             |
| - Anti Malware and Anti Virus Protection               |               |                |                 |
| Integration with:                                      |               |                |                 |
| - Smart-Caller RTLS                                    | No            | No             | Yes^^           |
| - LAS / SureaCom AnyDevice                             |               |                |                 |

\* The Reporting and Dashboard system will not be accessible after the expiry date

\*\* Additional Licences can be purchased for \$200 each

\*^ LAN based access only

^^ Additional installation costs apply

**Prices exclude GST**



## Smartcaller - 2023 Service and Support Charges

### General 24/7 Service Charges

| Direct Sites or Site Contractors   |  |
|--|--|
| <u>Phone Technical Support</u><br>Business Hours (9am – 5pm)<br>Monday to Friday | \$120 / hour labour charge <ul style="list-style-type: none"> <li>• Minimum 30 minutes</li> <li>• Charged in 15 minute increments thereafter</li> </ul>  |
| <u>Phone Technical Support</u><br>Afterhours, Weekends and Public Holidays       | \$200 / hour labour charge <ul style="list-style-type: none"> <li>• Minimum 1 Hour</li> <li>• Charged in 15 minute increments thereafter</li> </ul>  |
| <u>Remote Service</u><br>Business Hours ONLY (9am – 5pm)<br>Monday to Friday     | \$120 / hour labour charge <ul style="list-style-type: none"> <li>• Minimum 30 minutes</li> <li>• Charged in 15 minute increments thereafter</li> </ul>  |
| <u>Call Out Service*</u><br>Business Hours                                       | \$120 Call out Fee<br>\$150 / hour labour charge <ul style="list-style-type: none"> <li>• Minimum 1 hour</li> <li>• Charged in 30 minute increments thereafter</li> </ul> \$30 / hour travel time charge <ul style="list-style-type: none"> <li>• Charged in 30 minute increments</li> </ul> |
| <u>Call Out Service*</u><br>Afterhours, Weekends and Public Holidays             | \$300 Call out Fee<br>\$180 / hour labour charge <ul style="list-style-type: none"> <li>• Minimum 1 hour</li> <li>• Charged in 30 minute increments thereafter</li> </ul> \$80 / hour Travel Time charge <ul style="list-style-type: none"> <li>• Charged in 30 minute increments</li> </ul> |

Prices Exclude GST

\* Call Out Service charges apply to direct Smart-Caller clients. Please contact your Smart-Caller Agent for a complete list of their service charges.

