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Dear 20-20 Fusion User

Following our successful launch of Fusion version 19, 20-20 Technologies continues to focus on providing the highest quality of products and services to all our customers with Fusion FX being released in Summer 2013.

The two Support Services that we can offer are as follows:

Elite:

- Current benefits
- 2 Gold, Silver or Bronze Training Courses per year
- Full access to our extensive library of supported manufacturers' catalogues
- Inclusive access to all 20-20 Fusion software modules in the future

Classic:

- Current benefits
- Access to our extensive library of supported manufacturers' catalogues (20 points)

Call 01233 649700 to find out more.

Current support benefits are:

- Unlimited telephone support during normal business hours
- Unlimited access to Email and Online support services
- Access to virtual on-site support via the Internet
- Maintenance and updates to registered, certified Fusion Applications
- Maintenance and updates to certain selected Catalogues
- Maintenance and updates to the Fusion universal catalogues & Advanced Graphics library
- The provision of regular technical bulletins / newsletters
- Preferred access to a full range of discounted training services
- Preferred scheduling and subsidised rates for professional services

As a result of the investments made in our products and services, we have carried out the full annual review of our support services. Whilst no one welcomes any price increases (however small), we believe that the enhanced services for Fusion Supported Users represent even better value for money.

The new costs, effective from your next annual support renewal date, are as follows:

Support for 1st System

£55.00 p.m.

Elite Support (Upgrade Option Available)

Support for 1st System

£76.00 p.m.

Please note that all the above costs are exclusive of VAT.

Support for Subsequent Systems

£15.00 p.m.

Support for Subsequent Systems

£21.00 p.m.

May we take this opportunity to thank you for your continued custom and assure you of our best attention at all times.

Yours sincerely



Lee Jeffries
Support Team Leader

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