

# Technical Support / helpdesk

Operated by Solid Support in Australia

Our support and upgrade package is designed to help you get the most out of your investment in our software.



## What's included?

### Technical Support

Unlimited telephone, email and web support available between 9.00 am and 5.00 pm on weekdays.

99% calls responded to within the hour.

### Software Upgrades

Any major upgrades are sent automatically - alerts on new releases are available on sign-up.

Continual software developments with the latest features and enhancements.

### The Support Portal

Online access to Frequently-Asked-Questions and videos to resolve queries quickly can be found at <http://www.elecosoft.com/support>. Download free macros (feature enhancements) and latest version here too.

### License Replacement

Customers can receive 2 free activation codes per supported year for damaged, stolen or lost licences. (After this, reactivation is charged at 90.00 AUD + GST per licence, per reactivation.)

### User Groups

Opportunities to network with other users, explore new software releases and contribute to the development process. Includes Regional User Group meetings and a National User Forum.

### Newsletters

Regular e-newsletters with up-to-date news on the latest developments, case studies, details of new software upgrades, and much more.

### Free Support

Free support and upgrade cover on additional Powerproject licences purchased up until your renewal date. (Applies to customers with 10+ supported licences).