

CWorks FAQ- General Queries

5) What do I get when I purchase the Premium Support Package?

CWORKS – Premium Support Package

To ensure that your usage of CWorks software is maximized, CWorks maintains a dedicated in-house technical support team. With a variety of support and service offerings, CWorks makes it our priority to make sure our user needs are met.

Support Subscription

A Premium Support Subscription entitles users to;

- FREE product updates for duration of subscription
 - Support from our offices in New York and Kuala Lumpur (Business day)
 - Priority email support
 - Telephone and Skype support
 - Fax support
 - Response within the same working day
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Support Time

CWorks will provide a timely response and has often resolved support issues within the same working day. Support will be provided from Australia, Malaysia and USA (Buffalo, New York) office.

Business hours;

- Australia – 9.00am to 5.00pm (GMT +10:00)
- Malaysia - 9.00am to 6.00pm (GMT +08:00) (8.00pm-5.00am EST)
- USA - 8.00am to 6.00pm (EST)

** excluding weekends and gazetted holidays in Australia, Malaysia & United States of America.

Cost

Product	Cost
CWPLUS	First Year, AU\$650 per site / per annum Subsequent years AU\$450 per site / per annum
CWSQL	15% of license cost per year Or minimum AU\$750 per year Renewal : A discount of 10% from the 1 st year fee.
