



**THE KEY POINTS OF THE IQL & GAVEL & GOWN INC NEW 2009  
SUPPORT & MAINTENANCE PROGRAM FOR THE UK & IRELAND**

**Bronze** – Telephone support maximum 6 calls per annum = £120 per module and user

**Silver** – Telephone support maximum 10 calls per annum, plus 10% discount on engineers daily rates. = £150 per module and user

**Gold** – All software patches and fixes and one major upgrade per annum = from £250 per module and user.

**Platinum** – Telephone support maximum 12 calls per annum, 20% discount on engineers daily rate, all software patches, fixes and major upgrades included per annum. = from £350 per module and user.

**Typical Non Maintenance Pricing**

Upgrades to new versions if not on Gold or Platinum = £599 per user on PE

Upgrades to new versions if not on Gold or Platinum = £499 per user on SFE

List Price of New Licences = £699 per user for PE and £599 per user for SFE

Three year minimum commitment, payable per annum or discounted if paid in advance at the beginning of the three year contract.

Standard Engineers Daily Rates on Amicus Attorney = £795 per day, discounted for 3 days or more.