

Service Vouchers



ATS is dedicated to providing fast and professional support services, which is why we offer our prepaid Service Vouchers. This enables us to provide a fast, flexible and cost effective way of ensuring you get the most from your ATS products whilst continuing to meet your own business needs.

Flexibility

ATS Service Vouchers can be redeemed for a number of professional services including:

- Issue resolution
- Training
- Configuration services
- Version upgrade services
- Consultancy

Speed of service

Purchasing your ATS Service Vouchers in advance avoids any delay caused by the payment process. This ensures our support services are available to you quickly and at the time when you need them the most.

Prepaid = big savings

Service Vouchers are available in various denominations, with increasing discounts in line with the amount of hours purchased.

“ Save up to 30% with prepaid vouchers

Each voucher includes an allocated number of support hours at the relevant discounted rate. When these are used up, you simply purchase additional prepaid support hours.

Roll-over unused credit

The Service Vouchers are valid for a full 24 months from purchase. If you don't use them in one year they carry over to the next.

PAYG option

You can purchase support services on an hourly basis, but this is the most expensive option. We can only begin service once funds are cleared which can delay resolution. We highly recommend taking advantage of our popular prepaid Service Vouchers.

Service Voucher	Discount Per Hr	Hourly rate (AUD excl. GST)	Line total SRP (AUD excl. GST)
1 hour	\$0	\$160	\$160
3 hours	\$10	\$150	\$450
5 hours	\$20	\$140	\$700
10 hours	\$30	\$130	\$1,300
20 hours	\$40	\$120	\$2,400
30 hours	\$50	\$110	\$3,300

Please refer to our Professional Services for further details as items above may change without prior notice. Rates apply to standard business hours only



Using your Service Vouchers

Technical services

If your support issue falls outside the scope of the Issue Resolution Service (IRS), you can redeem Service Vouchers to receive assistance from our highly skilled engineers, technicians, who can offer support via telephone, email and remote access.

Configuration assistance

Customers sometimes request a service that moves beyond our Issue Resolution Service. This includes assisting with moves, changes, setting up new configurations, queues, new extensions or even assistance with running a report.

Training services

You can utilize your Service Vouchers to organize additional training for your team. Simply book the training request via the [ATS Support Portal](#).

Software update technical assistance

As software updates are released, you can redeem your Service Vouchers for professional services support, where we will plan and deploy the new version with your IT or administration team as applicable.

Once we have loaded the update, we apply a rigorous test plan that checks all aspects of your ATS system.

Support hours are deducted by use of the support service in one minute intervals.

If you require a site visit, you will be charged travel and expenses which will be deducted from your Service Voucher balance.

ATS support services exclude any third-party hardware or software warranties.

