

# Hourly Service Program (HSP)

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## Summary

The Hourly Service Program (HSP) is a pre-paid program providing customers with access to Cansel's team of professionals throughout Canada. Program hours can be used for support on any survey, Autodesk and mapping products purchased from Cansel. This program is used to keep our customers at the forefront of their industries by providing training, workflow optimization, project specific assistance, on-site support and consulting services.

### What's included in the HSP?

- Services include, but are not limited to:
  - Technical support via telephone, e-mail, remote desktop and on-site support
  - Customized training (not scheduled training – please use course P/N)
  - Needs analysis
  - Project assistance
  - Configuration
  - Hardware and software integration
  - Standards development
  - Scanning data integration
  - Drawing conversion and attribution
  - Database development
  - Programming
- The HSP includes free travel time within 50 kilometres of any Cansel office. Additional travel charges will apply at half the HSP hourly rates for outside these areas.
- Availability 8:00 am – 5:00 pm and after hours, for services such as network implementation or training. Additional charges may apply.

Services are tracked on a 5 minute basis. On-site training or on-site support calls have a minimum 4 hour charge out, plus travel time, if applicable.

Any files or data developed on-site are provided to the End-User. Any and all data developed is for the sole use of the End-User, unless otherwise agreed to by both parties in writing.

## Monthly Reporting

HSP Usage is reported to customers monthly on request.

## Contract expiry terms

The HSP contract is valid for 1-year from start date. Start date is defined as invoiced date of the HSP. If there are hours remaining on the contract they will become null and void, and no refund will be issued for outstanding hours.

## Services covered

### E-mail

E-mail support issues are sent to the Cansel technical support e-mail address:

[autodesk.support@cansel.ca](mailto:autodesk.support@cansel.ca) – Autodesk Technical Support  
[tech.support@cansel.ca](mailto:tech.support@cansel.ca) - Survey/Mapping/Spectra

and/or to specific individuals assigned to an account. End-Users are required to provide their HSP number when requesting e-mail support.

### Online training and support

For solving technical issues other than by e-mail, phone, or on-site visits, Cansel will use online conferencing software for interactive remote computer access. This vastly improves support resolution times and significantly lowers travel costs.

### Telephone support

Telephone support is provided via 1.800.222.6735 for ongoing issues. Telephone support is available Monday to Friday 8:00 am - 5:00 pm. Telephone support calls are entered and tracked for all support issues. End-Users are required to provide their HSP number when requesting telephone support.

Support queries are responded to immediately, or within a maximum of 4 hours. All items not resolved immediately are solved within 72 hours and are issued a Case ID number.

### On-site support

The HSP includes free travel time within 50 kilometres of any Cansel office. Additional travel charges will apply at half the HSP hourly rates for outside these areas.

### Training

Training provided under HSP can either be the regular course curriculum, or a custom course. The custom course can be any combination of custom agenda, materials and data. The agenda development begins with the regular course agenda, which can then be customized by Cansel. This custom course will utilize the number of hours required, while covering the topics of importance.

On-site training is available for customers in Vancouver, Calgary, Edmonton, Regina, Winnipeg, Toronto, Ottawa, Montréal, Québec City, Halifax and St. John's. On-site training is also available outside these areas; however, travel time and travel expenses will apply.

Additional items not included for training under the HSP are as follows:

- Course materials
- Facility (if held off-site)
- The cost of the custom development of a curriculum as agreed to by both parties
- Portable Training Lab

- Training days are 8:30 am – 4:30 pm (7 hours of instruction with 1 hour for lunch)

### **HSP Pricing**

Please contact your sales manager for pricing.

HSP – Quantity of 1 equals 1 hour of HSP.