



ACTAtek Unified Platform — Managing People · Security · Environment · Energy

SUPPORT STATEMENT

# Optional Support Statement

Premium Support Services — Terms & Rates

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<b>Contact</b>	support@actatek.com

[SUPPORT@ACTATEK.COM](mailto:SUPPORT@ACTATEK.COM) · [WWW.ACTATEK.COM](http://WWW.ACTATEK.COM)

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## OVERVIEW

ACTAtek Limited and its Service Centers provide special support services as an option to better assist the client, based on the client's own convenience and interest. These services cover any type of support—including those outside the standard warranty scope.

1. ACTAtek Limited and its Service Centers provide special support services as an option to better assist the client, based on its own convenience and interest.
3. The optional support services cover any type of support, including those outside the standard warranty scope.

## AVAILABLE SERVICE OPTIONS

Clause 2: The client may choose one or more of the following support options:

Ref.	Service Type	Description
2.1	Instant Remote Support	Diagnose, repair, guide, or provide training remotely in real time.
2.2	In-Person Diagnose & Repair	On-site diagnosis and physical repair by an ACTAtek Limited technician.
2.3	In-Person Training (Individual)	One-on-one in-person class for individual users or administrators.
2.4	In-Person Department Training	Full technical department training meeting conducted on-site.
2.5	Product Demonstration	In-person product demo, slides presentation, and marketing session.
2.6	Sales Strategy Training	In-person sales strategies training for partner/reseller teams.

## SERVICE RATES

4. Fees will apply for all optional services. The minimum rate starts at USD 200 per hour based on option and request type. The minimum booking is 2 hours. Different rates apply based on service type and location.

### MINIMUM RATE

**USD 200 / hour · Minimum 2 hours**

### KEY POLICY — RATES

*Different rates apply based on service type, scope, and geographic location. Contact ACTAtek Limited for a detailed quotation before committing to a service engagement.*

## ON-SITE SERVICE LOGISTICS

5. Some service options require travel, lodging and board, as well as special equipment such as a projector or meeting room. Quotation for these cases can be provided by ACTAtek Limited, or handled by the client as long as approved by ACTAtek Limited. During the trip, it is the client's responsibility to provide appropriate security measures for the technician. Any inconvenience will generate additional charges.

### OUT OF SCOPE — IMPORTANT

- ACTAtek Limited will NOT provide optional support if the request covers products or software that are not under active warranty.
- All software and hardware MUST be under warranty for full support services, due to the complexity of the IoT cloud solution.
- If only software is under warranty, ACTAtek Limited will ONLY support the software and WILL NOT service hardware-related issues, and vice versa.

## HOW TO PURCHASE OPTIONAL SUPPORT

6. In order to purchase an optional support service, please contact ACTAtek Limited by email at [support@actatek.com](mailto:support@actatek.com) with a description of the service required, your location, and preferred dates.

### CONTACT

[support@actatek.com](mailto:support@actatek.com) · [www.actatek.com](http://www.actatek.com)

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