

**autologic**

Assist Support

## Supporting Your Business

Autologic Assist is the industry's first and only vehicle connected diagnostic support service in the world. Assist Support is integral to your 3 year contract and consists of 3 key elements to get you from **fault to fix, fast**:

### Vehicle Diagnostic Support

Autologic's award winning Fault 2 Fix Team provides you with real-time vehicle diagnostic support. You have access to 100+ European dealer-trained master technicians, with the experience to address the ever-increasing complexity involved in diagnosing and repairing European cars, to get you from **fault to fix, fast**.

### Pass-Thru Support

Pass-Thru is the only secure, accurate, safe and compliant process to program ECUs. OEM registration and initial set-up can be a daunting process, so we provide the option of Pass-Thru Support within your contract as a single cost of 30 AssistCredits. Your Assist advisor will brief you on what is required to get you up and running.

### Software Support

We want you to enjoy an efficient fault to fix experience, so in the unlikely event that your AssistPlus device is not working to its full potential, we provide comprehensive software support.

Your AssistPlus device is supplied with a 6 month software warranty, so you will not be debited any AssistCredits for Software Support during this period.

## What's Best for You?

Option A Upfront 3 year payment	Assist Support Option	Number of AssistCredits	Cost per 3 year term	Cost per AssistCredit
No 12 month expiry. Ensures software updates for 3 years. Price is guaranteed during the full contract period.	GOLD	600	\$7,650	\$12.75
	SILVER	450	\$6,075	\$13.50
	BRONZE	360	\$5,400	\$15.00
	Upfront credit bundles will expire 36 months after purchase. Additional credit bundles can be purchased at any time.			

Your agreement to purchase 3 AssistCredit bundles, over your 3 year contract period, gives you the flexibility to choose the level of support that best suits your business and budget. AssistCredit bundles provide a selection of options for your preference.

Option B Annual Payments	Assist Support Option	Number of AssistCredits	Cost per Year	Cost per AssistCredit
Initial upfront payment followed by 2 further payments at the prevailing price on anniversary of purchase, or sooner if necessary.*	GOLD	200	\$2,550	\$12.75
	SILVER	150	\$2,025	\$13.50
	BRONZE	120	\$1,800	\$15.00
	*Individual credit bundles will expire 12 months after purchase. Additional credit bundles can be purchased at any time.			

Software updates are subject to you having a valid AssistCredit bundle. An AssistCredit bundle can be purchased at any time if you have used all your existing AssistCredits.

## Get More Fixes for Less

Submitting a case using AssistMobile, AssistPortal or AssistOnline are the most efficient methods to request support. The case is assessed by the relevant vehicle brand expert on the Fault 2 Fix team. They contact you via your preferred method, saving you time and money, to resolve issue.

Route to Support	AssistCredits per Fix*	Fixes per Bundle: Bronze**	Fixes per Bundle: Silver**	Fixes per Bundle: Gold**
AssistCall	5	24	30	40
AssistMobile	3	40	50	66
AssistPortal	3	40	50	66
AssistOnline	3	40	50	66
Email	7	17	21	28
Log	8	15	18	25

\* A fix is the resolution to an individual fault (symptom) on an individual vehicle. You are only debited by the initial method of contact. Each case has an individual ID number. Any subsequent enquiries relating to the same vehicle and symptom, within 2 months, will not incur additional AssistCredits. You will receive a summary of your AssistCredit balance via email following each case. \*\*Example based on Individual AssistCredit bundles.

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