

20-20 Technologies is the market leader in Computer Aided Design for the Kitchen, Bedroom and Bathroom industry. One of the key reasons behind this is the high level of support services available to every one of our customers with the purchase of any 20-20 product. For 20-20 Fusion software in particular, a dedicated UK-based helpline team is available to provide prompt assistance and answer any technical questions regarding the product, by telephone, email, or online. This service is completely free of charge for the first 3 months, delivered as part of the purchase price of the 20-20 Fusion product itself. Thereafter, customers can choose one of two different support packages: 'Classic' or 'Elite'. Each package (detailed below) contains a different range of benefits, allowing our customers to select a support solution that matches their own requirements.

Support Comparison	Classic	Elite
All 20-20 Fusion upgrade modules included as standard (Ultimate Licenses Only)	✗	✓
2 Training days included per year	✗	✓
Unlimited Manufacturer catalogues	✗	✓
Up to 20 points worth of Manufacturer catalogues	✓	✓
Unlimited access to our dedicated customer telephone helpline during business hours	✓	✓
'24/7' access to our Email and Online support services	✓	✓
'Virtual' on-site support via the internet	✓	✓
Regular updates to all 20-20 Fusion applications	✓	✓
Updates and maintenance releases of all your registered manufacturer catalogues	✓	✓
Updates to all 20-20 Fusion 'Universal' catalogues	✓	✓
Regular technical bulletins and monthly newsletters	✓	✓
Preferential access to our full range of discounted training services	✓	✓
Opportunity to attend regional seminars in which hints, tips and previews of new features are discussed	✓	✓
Subsidised rates for consultancy services	✓	✓

	Classic	Elite
First License	£53.00 per month	£74.00 per month
Additional Licenses	£14.50 per month	£20.25 per month

20-20 Fusion support can be payable on either a monthly or yearly basis - our customers are free to choose their preferred method. All customers pay an initial support fee for their first 20-20 Fusion license, with subsequent discounted fees charged for each additional license.