

Customer Service and Support

Adding value to your business



www.runge.com

Latest Software releases and patches

Are you on the latest release? In the past year all Runge software has had a software release, have you received them? Contact the support desk for a quick 5 minute check to make sure you are on the latest version.

Installation and operating support

The support desk is available to help out with any installation or software issues you encounter with any Runge product. This is provided as part of your annual maintenance investment at no extra charge.

Technology Audit

Have a Runge consultant audit your current Xpac, Xeras or Xact models to ensure they are running efficiently and are providing the maximum value to your operations. The audit function will identify possible ways in which you could improve the capability of your models in the form of a short written report on completion of the audit. Audit hours can also be used for process auditing. Runge has deep domain knowledge in mine planning and systems and can assess your current business practices in these areas and advise on any potential improvements that may add more efficiency to your operations.



Complimentary Classroom Training Days



Developing your team's capabilities is a critical part of maintaining an efficient mining operation. Runge offers a range of public training courses in both professional development and software to ensure your teams skills are up to date. Courses range from 1 to 4 days in length depending on the course offered. Your training days are redeemable for use on public courses as per our published public course schedule. To see the public course descriptions and schedules, please visit the learning solutions page on our [website](#).

Complimentary Smartminer Online Training

Smartminer is an online mining college with a blended learning offering which has been developed for professionals and technical staff in the mining industry as well as for staff on the periphery or new to mining. It provides a flexible and new approach to employee training. You will receive access to the Smartminer college course – “Introduction to Mining” which normally costs USD750 per seat. Please visit www.smartminer.com for more details on the contents of this course.

Smartminer facilitates the delivery of training solutions and benefits regardless of where employees are located and what time zone they are in. Smartminer will up skill your workforce - quickly and easily. Smartminer provides professional development training across many general and technical streams for all your staff when you need it.



Support Tiers

Tier thresholds are calculated on your invoice amounts. There are several ways you can reach the next tier of benefits. If you have several separate invoices for Service and Support of your products, you can consolidate these into a single invoice. A single invoice must have a single administrative contact point for payment to qualify. Call us to consolidate invoices across your operations.

The second way to reach the next tier of benefits is to prepay 2 years of service and support. This will be calculated on the 2011 rate and has the benefit of protecting you from any price movement in service and support charges in 2012 and will gain you the extra benefits if you qualify for the next tier. This option only applies to Bronze, Silver and Gold tiers.

Tier	Platinum	Gold	Silver	Bronze
Technology Investment (USD)	\$180,000 and above	\$100,000 – \$179,999	\$50,000 - \$99,999	Up to \$49,999
Technology Audit Hours	56	24	8	0
Smartminer Online Users	7	3	1	1
Classroom Training Days	4	1	0	0

Runge Business Solutions

Maybe we can help your operation in other ways? With over 36 years in operation, Runge can provide you with integrated mine planning solutions from start up to production.

Runge can meet customer demands for feasibility studies, due diligence and valuation, mine planning and scheduling, mine optimisation, business systems and software implementation. As such we provide whole-of-business mining advice to mining companies, mining contractors, financial institutions and other service providers to the mining sector.

All aspects of Runge's business assist companies in the mining and resource sector to better plan and operate their businesses in an ever changing and internationally competitive environment. Through our ongoing involvement in the global mining industry and our awareness of significant trends in mining and software, Runge can offer proven, up-to-date advice and the best possible solutions for mining engineering applications and the mining business.



Special offer terms and conditions:

There are a range of benefits available to your organisation that will ensure added efficiency and long term value. To become entitled to your benefits we must receive payment of your service and support renewal by December 31, 2010. On receipt of payment we will issue you with vouchers confirming your benefits. You must book your benefits by June 30, 2011 for use by December 31, 2011. All unused benefits expire on December 31, 2011 and cannot be extended or rolled over into a subsequent service and support period.

Technology Audit Hours are only redeemable for model auditing, and cannot be used for any other consulting project work or any resulting model changes. Your Runge consultant will discuss your technology audit requirements prior to commencing the audit. It is the customer's discretion to have the audit performed on site or remotely at Runge offices. If the audit is conducted on site, any out of pocket expenses (including, but not limited to airfares, accommodation and meals, car hire, taxis and communication expenses) necessarily incurred in undertaking the audit work will be reimbursable by the customer at cost plus a 10% administration service fee. Air travel will be in economy class unless any leg is longer than four hours in which case travel will be in business class. Door-to-door travel time will be charged at USD285/hour.

Smartminer online training seats are available to specific named users within your organisation and are not transferable.

Training bookings are valid for public courses only and subject to availability. Course attendance is limited to one attendee per organisation per course when redeeming free training days. Public course dates are subject to change.

Support Desk Contact Details

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