



## **INVOTECH SOFTWARE SUPPORT AGREEMENT**

**Invotech Limited** (“the company”) hereby agrees to grant the client a non transferable support agreement with the following terms and conditions. This agreement is limited to software support and as such excludes issues related to hardware and/or the network environment.

- 1 Payment of the invoiced amount will constitute acceptance of this agreement. The company shall provide software support in respect of the licensed system, as provided herein..
- 2 This agreement replaces all other software support agreements.
- 3 Software support shall comprise the following:
  - 3.1 Advice by telephone (as detailed hereunder), on the use of the software system to operators trained in the use of the software system;
  - 3.2 Upon request by the client, the diagnosis of faults in the software and the rectification of such faults (where appropriate).
  - 3.3 The creation and dispatch from time to time of fixes in the software.
  - 3.4 Upgrades of the software system and any relevant information.
- 4 Email support shall be available as follows:
  - 4.1 From the hours of 09.00 to 13.00, and 14.00 to 17.00, Monday to Friday inclusive (excluding public holidays).
  - 4.2 While ordinarily telephone support calls are dealt with immediately, the company will use its best endeavors to ensure that calls are responded to within 4 hours of receipt of the call.
  - 4.3 It is essential to leave a message as we operate a queuing system in busy periods
- 5 Software support **shall not** include the following:
  - 5.1 Support of software versions other than the current active version;
  - 5.2 Set-up/definition of data;
  - 5.3 Training in the use of the system;
  - 5.4 Design/modification of reports;
  - 5.5 Correction of corrupt data files, for whatever reason;
  - 5.6 The reinstallation or transfer of the system or data.
  - 5.7 Responsibility for data security or backups
- 6 System upgrades, if required, will be provided by the company. From time to time the company may develop new modules which do not form part of the system, but which interact with the system. These will be available from the company at a separate charge.
- 7 The Company reserves the right to increase contract fee.
- 8 The company will require an internet connection to provide support. In some cases it may require administrator privileges to apply software updates. The client must provide these to the company if requested in order to obtain support.