



Software Contract Conditions.

1. If the customer pays for support on an office hour's basis, then telephone support will be free between 9.00am and 5:00pm Monday to Friday. We are afraid that we cannot guarantee to be on hand immediately, but we will try to return your call within an hour if at all possible. For calls made outside of office hours we reserve the right to charge the non-contract rates.
2. If support is for our extended hours cover then we will try and answer your questions within the extended hours time of 8am to 10pm on week days and 8am to 8pm on Saturday Sunday and bank holidays, but cannot guarantee to be on hand immediately, but we will try to return your call within an hour if at all possible.
3. A modem, or a remote network link, should be available on site so that support and/or updates can be done over the telephone/broadband link.
4. Software updates only apply to Roundsman software, any operating system or other software that may be supplied by us are not covered by this contract, unless agreed in writing.
5. For support needed after the expiry date of the contract, non-contract rates will apply. Calls made by customers with no contract will be charged at the non-contract rate.
6. Please note a change in the way that we are dealing with support contract renewals. This is a change to our past practice of renewing late payment contracts from the old renewal date. We will be renewing contracts from the date that payment is received. This then means that support given between the old contracts end date and the receipt of payment for the new contract, if later than the renewal due date, will be treated as non contract support calls.
7. Support calls that are chargeable will be billed at the end of each month and payment will be due 14 days from the date of invoice, details of calls made will be included with the invoice, there will be a minimum charge on any invoice of £45 plus vat.
8. **All support calls from customers without contracts will be charged, this is to be fair to the people that do pay their contracts**
9. Operating system cover and network cover will only be available for those with hardware support contracts that are current.

10. Any work that means changing your existing system will be charged for at our discretion. This will depend on the amount of time spent doing the work required. For people under contract these charges will be based on the current contract charges, non-contract customers will be charged non-contract rates.
11. Faults that may arise in the software will be corrected at the earliest opportunity, but we cannot accept any liability for any consequential loss, due to such faults.
12. Extra facilities that may be needed within the software are open to negotiation, but will be chargeable. Layout changes can be made, but a charge for the time spent may be made, at the relevant rates
- 13. We reserve the right to charge for calls due to:**
- 14. Serious operator error, interference or theft of equipment, leading to a loss of data**
- 15. Corrections of system settings due to outside interference are not covered by this contract**
- 16. Power failure, leading to a loss of data**
- 17. Hardware failure, leading to a loss of data**
- 18. Backups not being done properly, which lead to services, required reinstating data**
- 19. Any work required to recover from a computer virus**
20. If you withhold your phone number then we cannot get back to you easily, so please make sure that any line that you ring us from does display your phone number, this helps when trying to make sure that all calls are dealt with as soon as possible. Calls from numbers withheld will be diverted to answer machine from the start, you will then have to rely on us getting messages from our answer machine which if out of the office, may not be the same day.
21. Charges for week end and bank holiday work for people not covered by contract will be charged at double the normal rates.
22. If you require further information then please contact us.