12 month telephone support

Price £100 per site

What the contract covers

- Telephone support
- Email support
- Remote login support (client must have internet access)
- Creation of new labels
- Editing of labels

Computade will endeavour to resolve any software issues, hardware issues will be dealt with via a separate contract.

Computade undertake respond within maximum of 6 hours.

Any issues that cannot be resolved over the phone in a reasonable time period, and/or a remote connection is not available will be charged separately.

If a problem cannot be resolved over the phone, site visits will be charged separately.

Terms & Conditions for Telephone, E-mail and Remote Software Support

Computade (the 'Company'), Linden House, Tarleton Avenue, Woodhall Spa, Lincolnshire, LN10 6SE

1.

(a) Applicable to 'Telephone, E-mail and Remote Software Support ' Agreement for Computade customers.

(b) All quotations and sales orders presented to the Customer in relation to 'Telephone, Email and Remote Software Support ' shall be deemed to incorporate the terms hereof which shall take the place of any other terms and conditions contained in any purchase order or any other document.

(c) No other agreement or understanding of any kind shall form part of or operate as a waiver to this Agreement unless expressly accepted by the Company and confirmed in writing.

2. DEFINITIONS

• 'Agreement' shall mean the Agreement for support services to the Customer;

• 'Site' shall mean the Customer's address as defined in the Schedule to the Agreement including for the avoidance of doubt any further sites which the parties shall agree to add to such schedule;

• 'Engineer' shall mean a trained employee of the Company;

• 'Telephone Technical Support' shall mean a call by the Customer to the Company at the telephone number as advised by the Company, at the customer's own cost, for resolution of technical problems related to software solutions as defined by the Company;

• 'Telephone Advice' shall mean a call by the Customer to the Company on the telephone number as advised by the Company, at the Customer's own cost, for advice related to software solutions as defined by the Company;

• 'Remote Access' shall mean the Company remotely accessing a workstation or server to resolve a problem;

• 'Standard charges' shall mean the charges normally made by the Company from time-totime for the relevant service. For example, should an onsite visit to the customer be deemed necessary as a result of Telephone, E-mail and/or Remote Software Support not resolving a problem.

3. PERIOD OF SUPPLY OF SERVICES

Support services under the Agreement shall begin on the date of commencement specified in the Agreement and shall continue for an initial period of one year continuing annually thereafter until terminated by either party giving to the other not less than thirty (30) day's prior written notice.

4. CHARGES

(a) The agreed charges will be invoiced and payable prior to commencement of the Agreement. Any other charges under this Agreement will be invoiced by the Company to the Customer and payment shall be made within 30 days from the date of invoice. Charges are exclusive of V.A.T or any other like taxes which will be payable by the Customer at the rate in force at the tax point.

(b) Without prejudice to any other remedy the Company may at any time by thirty (30) day's written notice to the Customer vary any or all of its basic and/or standard charges, if for any reason the cost to the Company of performing its obligations under the Agreement is increased by any non-compliance by the Customer with the provisions of the Agreement.

(c) At the commencement of a Telephone, E-mail and Remote Software Support Agreement an annual figure will normally be agreed between the Company and the Customer. The Agreement will then be reviewed after a 3 month period to check on fair usage. Following this review increased charges may be considered appropriate by the Company and the Customer will be notified accordingly. The Company reserves the right to review the Agreement at regular intervals throughout the Agreement term to evaluate usage and apply increased charges when considered appropriate. The Customer will always be notified in advance of over-usage and any proposed increase in charges.

5. PERIOD OF COVER

(a) The Company will respond to service calls between the hours of 09:00 and 17:30 Monday to Friday excluding Bank and Public Holidays. Any service that the Company may provide at the Customer's request outside those hours will be invoiced at the Company's then current rates.

(b) The Company will use its best endeavours to respond to calls as quickly as possible at the above times and normally within six hours. Calls considered urgent by the Customer will normally be given priority.

6. SECURITY

(a) The Company shall use its reasonable endeavours to keep secret and confidential any confidential information disclosed to it by the Customer relative to the Customer's business and shall not disclose the same to any third party other than those employees of the Company whose province it is to know the same.

(b) The Company shall use its reasonable endeavours to ensure that any other confidential information relating to the business of any client of the Customer, which comes to the knowledge of the Company or any of its employees shall be treated as confidential and shall not be disclosed to any third party.

7. CUSTOMER RESPONSIBILITY

The Customer shall:

(a) Take responsibility for providing authorisation to staff who may call the Company for Telephone, E-mail and/or Remote Software Support. The Company cannot be held responsible for any resulting chargeable remote or onsite visit work following a call from the Customer or its representative whom the Customer may at a later date advise was not authorised to contact the Company.

(b) Ensure that Anti-virus software installed is kept up to date in accordance with the software supplier's recommendations.

(c) Ensure that Anti-Spyware/Anti-Malware installed is kept up to date in accordance with the software supplier's recommendations.

(d) Ensure that suitable and valid backups of all data are regularly taken and maintained, including appropriate changes of media used for the back-up.

(e) Ensure that equipment is fit for purpose.

8. ACCESS TO EQUIPMENT

The Customer shall allow the Company's personnel to have full and free access to the equipment at all reasonable times in order to carry out any Telephon, E-mail and Remote Software Support.

9.

(a) The Company shall under no circumstances (whether through negligence, breach of Agreement or otherwise) be liable for loss of data, loss of business or loss of profit, or for any consequential loss or damage arising directly from any failure by the Company to perform its obligations hereunder.

(b) The Company shall under no circumstances be held responsible for problems caused by system updates, software updates, hotfixes, firmware or any other updates supplied automatically or by recommendation. In such an event the Company will do all in its power to rectify and minimise any downtime or problems caused by an update. It is also the Customer's responsibility to ensure all updates for the Operating System and Anti-virus Software are kept up to date.

10.

The Company will only supply Telephone, E-mail and Remote Software Support services for applications supported under the Agreement. All applications not covered by the Agreement must be supported on the customer's site, at which time our standard charges will apply.

The services included in this agreement are:

- Telephone Support
- E-mail Support
- Remote Support
- •Creation of new labels
- •Editing of labels

Installation of new software packages such as is chargeable and not covered under this Agreement.

Adding new equipment such as PCs, mobile devices or printers is chargeable outside the terms of the Agreement.

In addition, the 'Telephone, E-mail and Remote Software Support Agreement' operates a fair usage policy. For example, should the Company's Engineer/s conclude a problem may take more than 1 day to resolve, the Company has the right to exclude any further investigations from the Agreement and apply the Company's normal standard charges. In such circumstances the Customer would be notified in advance. The fair usage policy would also apply to a repetitive issue where the Company's Engineer/s have previously made recommendations to the Customer in order to resolve the issue and have concluded remedial work outside the realms of the Agreement would need to be applied.

11. REMOTE SUPPORT

(a) The Remote Desktop Support Services to be provided by the Company or its authorised sub-Contractors shall comprise:-

(i) Response to service calls requested by authorised personnel of the Customer.

(ii) Repair of the technical problem reported by the customer, using secure remote desktop technologies.

NB: An additional charge will be incurred to receive help with installation of products and version upgrades via remote support facilities.

(b) The Company's responsibilities under this Agreement do not include:

(i) Remote support for any applications not covered by the Company

(ii) Training

(iii) Installation of equipment not previously agreed by the Company

(iv) Installation of equipment not purchased from the Company, unless previously agreed.

12. ANTIVIRUS

(a) The Company does not guarantee "virus free" operation, nor does it commit to running virus scans for Customers.

(b) The Company will offer support on the scheduling of virus scans and the configuration of automatic processes to scan a system for viruses at the point of installation only.

(c) The company reserves the right to charge for anti-virus services that are required following successful installation and configuration.

13. AGREEMENT LIMITS

This Agreement is limited to previously specified and agreed systems/equipment as documented within the original proposal or sales order at the commencement of the Agreement. The Company cannot be held responsible for issues out of our control that may be experienced by third party providers/products. Any remedial work as a result of such issues will be logged against the Customer's Agreement.

If you do not require a support contract we will be supporting WLP2 on ad-hoc basis priced at \pm 45 per call

Site visits will be charged at £180 for the first hour and £65 per hour thereafter. Out of hours support is charged at £35 per hour.