

ProWess Support/Maintenance Info Sheet

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Why do I need a Support/Maintenance agreement ?

At some stage during the use of your software, you may need assistance, upgrades, maintenance, education or support on the software and a Support/Maintenance agreement will ensure that there is someone technically capable to assist you when it matters. Consider it an insurance policy for your system that will guarantee minimum downtime at minimal cost.

What are the types of Support/Maintenance plans available?

ProWess Sports offers two types of Support and Maintenance plans and your choice is dependant on the level of use of the software and the annual fees you prefer to pay.

The two levels available are:

- **Standard Support/Maintenance**
For low activity and domestic users that do not require high priority service, prefer to minimise their fees and are satisfied with the functionality of the current version of the software and would be prepared to purchase a major upgrade on case-by-case basis.
- **Premium Support/Maintenance**
For high activity users that are very dependant on the system and require priority service to minimise downtime and ensure a quick turnaround time on any support issues and prefer to take immediate advantage of any enhancements or improvements that may offered.

What do you receive for ProWess Support/Maintenance?

The Support/Maintenance Plan ensures that your software is always operational and up to date and that your organization can function at its most efficient at all times.

Standard Support/Maintenance

- Software patches as required to rectify major "bugs" downloadable from ProWess Website
- Unlimited free access to the ProWess email/forum support network to software
- Concessions for other services such as phone support, on-site support, training, installation, customisation
- Concessions on any major upgrades of the software
- Prompt response to any requests and support issues

Premium Support/Maintenance

- Software patches as required to rectify major "bugs" downloadable from ProWess Sports Website
- Software enhancements and new features to keep your software up to date and moving forward
- Unlimited free access to the ProWess email/forum support network to software
- Ongoing, unlimited free phone support¹ for your ProWess Sports software.
- Concessions for other services
- High priority response to any requests and support issues

¹ Please note: Software support is not intended for "over the phone training".

Schedule Of Fees

If deemed warranted, any fees charged would be based on the following rates:

		Casual	Standard	Premium
FEE-101	Software Development	\$140	\$120	\$110
FEE-102	Training/Education	\$160	\$140	\$120
FEE-103	Technical Support	\$120	\$100	\$100
FEE-104	Consultancy/Analysis	\$200	\$160	\$130

These rates are current as at January 2006 and are typically reviewed every 12 months.

The fees associated with the support/maintenance of the designated software will be specified and calculated separately at the time of order.

What do the payments include?

Software Support/Maintenance ensures your ProWess Sports software is always up-to-date and that your organization can function effectively at all times. If you choose **Standard** plan, it will include crucial **updates and support** by e-mail and the Internet. If you choose **Premium** plan, it will include all **updates/enhancements and support** by either telephone, fax, modem, e-mail and the Internet for your software.

Please note that any updates or support that may be required for any application software, operating system, communications software, system back-up software or any other type of software that is not shown on your schedule or proposal is NOT included and will be charged for separately.

Other terms & conditions

If you change your software by adding new modules, more users, etc., your maintenance fee will change accordingly.

Please note that participating in the Software Support/Maintenance Plan is the only way you will be able to ensure your software is up-to-date and supported, so if you decline payment of the maintenance fee then no updates or support will be provided and ProWess reserves the right to charge their normal licence fees for any new updates of the software or charge casual rates for any necessary support.