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Software Maintenance & Support Contract

To purchase a software maintenance & support contract please read the terms and conditions over the page, complete this form and fax it, accompanied by an official purchase order, to +61 8 9443 9878.

There are two types of software maintenance & support contract: standard and corporate. The contract should be renewed each year for continued support. The contract begins on the date we receive your purchase order.

Professional Software Design will provide the following services for the specified software product for one calendar year from the contract date.

1. Standard Maintenance & Support
 - Minor version upgrades: web or e-mail access only.
 - Provide phone, fax and e-mail support. Phone messages will not be returned. Calls should be made during normal PSD working hours (West Australia).
2. Corporate Maintenance & Support
 - Major and minor version upgrades: web or e-mail access only.
 - Provide phone, fax and e-mail support. Phone messages will not be returned. Calls should be made during normal PSD working hours (West Australia).

Software Maintenance & Support Product Information

Place a tick next to the software support product(s) that you would like to purchase.

	Code	Product Name	Support Cost
<input type="checkbox"/>	AN-020	AcceptNet Standard	*From \$525 + GST
<input type="checkbox"/>	AN-021	AcceptNet Corporate	*From \$1,130 + GST
<input type="checkbox"/>	PR-020	PSD Reporter Standard	*From \$525 + GST
<input type="checkbox"/>	PR-021	PSD Reporter Corporate	*From \$1,130 + GST
<input type="checkbox"/>	PM-020	PSD Messenger Standard	*From \$525 + GST
<input type="checkbox"/>	PM-021	PSD Messenger Corporate	*From \$1,130 + GST
<input type="checkbox"/>	PF-020	PSD Fast Reports Standard	*From \$525 + GST
<input type="checkbox"/>	PF-021	PSD Fast Reports Corporate	*From \$1,130 + GST

*Pricing for support depends on the size of your current system.
 Email admin@psdesign.com.au for a quote.

End-user Information

Enter information about the end-user of the software product(s) in the table below.

Company Name	
Street Address	
City/Suburb	Postcode
Country	
Postal Address	
City/Suburb	Postcode
Contact Name	
Phone	Facsimile
E-mail Address	

Maintenance & Support Contract Terms and Conditions

Software Upgrades

A current **Corporate** Maintenance & Support Contract entitles you to free major version upgrades if such upgrades become available during the term of your contract. Professional Software Design (PSD) does not warrant that there will be any upgrades to the software during the term of the maintenance & support contract. Software upgrades may be available free of charge only as a download from the PSD website. If you require a CD to be sent, extra charges may apply.

A current **Standard** Support Contract entitles you to free minor version upgrades if such upgrades become available during the term of your contract. PSD does not warrant that there will be any upgrades to the software during the term of the maintenance & support contract. Software upgrades may be available free of charge only as a download from the PSD website.

Support Policies

PSD reserves the right to limit each telephone call to 15 minutes and to limit each call to one incident, which is defined as a single support issue or question. PSD will not return phone messages. PSD may also limit or terminate support service to a customer whom it considers uses the service in an abnormal, excessive, abusive or fraudulent manner. Terms, conditions, support features, procedures, pricing and support availability are subject to change at any time without notice. PSD support benefits only apply to the PSD product for which the support contract is held.

Service Availability

Support is only available for the period of your support contract. To continue to receive support benefits the contract must be renewed annually. Service is available during normal PSD office hours, which are from 8:30am to 5:00pm Western Australian Time. Service availability may occasionally deviate from stated hours due to downtime for systems and server maintenance and public holidays. For two weeks during the Christmas period support is available via email only. PSD cannot guarantee that you will not experience some delay in having one of our technical support consultants answer your query.

Support Topic Limitations

PSD will only provide support in the following areas: installation, upgrade assistance, basic usability and basic functionality, as described in PSD product documentation. PSD does not claim to resolve connectivity issues caused by third party services, service providers, hardware or software, or networking problems. Panel programming inquiries will be limited to basic User programming. The determination of the nature of your query for these purposes will be made by our technical support consultants.

I have read and agree to the PSD Maintenance & Support Contract Terms and Conditions outlined above:

Signature: _____

Print Name: _____

Date: _____

Office Use:

Invoice Number:	PO Number:	Date:
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