



AGREEMENT

SUPPORT & MAINTENANCE

Software Licence & Support Agreement

A support and maintenance agreement with POSmate is an insurance policy for your business. The agreement options provided by POSmate allows for **certainty** with 24 hour support, **lower cost of ownership** under the maintenance agreements and most importantly **a future proofing** that extends system life through the POSmate software upgrade program.

The agreement options cover the following areas of support and maintenance;

Software Support

POSmate provides 24 hour 7 day a week free phone support via the POSmate Help Desk. This service provides the ability for all levels of the support agreement to access help for their business regardless of the time of day or issue. The POSmate Software Support agreement is the insurance policy for your mission critical Point of Sale system.

Software Upgrades

POSmate continues to develop and maintain the POSmate software applications via the development team. POSmate upgrades ensure the investment in a POSmate system is future proofed and continues to evolve and the clients business evolves and grows. As part of the Maintenance & Support Agreement, POSmate upgrades are delivered 4 times a year in April, July, October and February for gold agreements and on request for silver and bronze agreements. All upgrades are provided free, but an hourly labour charge applies to all upgrade installs.

Hardware Performance Monitoring

POSmate takes a proactive role in the protection of the POS systems by monitoring the core hardware components to actively target and replace worn components before the effect the business's trading POSmate support staff monitors;

- Hardware disk errors or corruption
- CPU performance and temperature
- Software that has been installed or remove (potential virus activity)

Database Security & Backup (SafeMate)

The POSmate Databases stores all of your stock and sales data. While in many businesses a backup is running to the client's internal backup drive, is actually backing up the right databases? History has shown that when it comes to using the database;

- The automatic backup has not been running for 6 months
- The backup device is broken
- The internal backup has been backing up a corrupted database

POSmate will provide a remote backup service, using our SafeMate backup system, to our clients whereby the databases are backed up onto a remote & secure server ensuring no data loss * in the event of a system crash on site.

** Data will be lost for the period from the most recent backup to the time of the crash*

Hardware Maintenance

Hardware provided by POSmate is provided with a 'Back to Base' warranty. In the event of hardware issue where POSmate is requested to call on site to repair hardware the costs can be significant.

POSmate charges for;

- On Site Call Out
- Labour (increases after 5pm and on weekends & public holidays) - Minimum 1 hour
- Freight

A POSmate Hardware Maintenance agreement will provide;

- On Site Warranty
- No Call out Fees for the metropolitan area, regional and country areas excluded.
- Minimal Labour Charges

POSmate will provide a preventative maintenance check a minimum of 4 times a year in April, July, October, and February. This will include;

- Warrant of Fitness check on all covered hardware
- Database Backup and Restore (ensure database is running efficiently)
- Database Trim to last 12 months (ensure database is at its optimal size)

Terms and Conditions

Definitions:

Support: Support is defined as phone assistance for the POSmate software only.

Licence: A licence for the end user to operate the POSmate software

Maintenance: Software upgrades and bug fixes provided from time to time by POSmate.

Payment

Payment of the Software Licence & Support Contract fees are paid by way of an Automatic Bank Authority (attached) on the 1st of each month. Non-contract support is payable on the 1st of the month following invoice. Non-payment of support fees may incur a 5% interest fee. Any agency collection costs incurred for outstanding debt collection will be passed on to the debtor.

Term

This contract will be for a term of 12 months from the installation date. This contract will automatically extend for successive terms of 12 months at the end of each term.

End User Responsibility

The End User is only licensed for the software at the site it is specifically sold to and the end user does not acquire any proprietary rights to the software. The software is not transferable to another end user or site. The End User must provide a system administrator as the single point of contact for POSmate support. The End User should keep their POSmate system upgraded to the latest version at all times. POSmate support personnel may identify the need for a software upgrade. POSmate reserves the right to upgrade the POSmate software to a newer version at any time and labour charges will be incurred for this service.

Liability

The limitation of liability for POSmate is limited to the last 12 months support contract payments.

Consumer Price Index

On the first of April each year the software support contract may rise by the Consumer Price Index.

Platinum Level Support and Maintenance Agreement

Software Support

- Software Support is provided via the POSmate help desk 24 hours a Day, 7 days a week.

Software Upgrades

Software Upgrades are delivered 4 times a year and are delivered and installed as part of this agreement. All upgrades are provided free, but an hourly labour charge applies to all upgrade installs.

Hardware Service

- Hardware Warranty is increased from “Back to Base” to “On Site”
- Travel and Labour is provided at no charge under this agreement excluding regional and country areas.

Data Security & Recovery (SafeMate)

- Database security and backup is provided under this agreement with automatic nightly backups being stored on the Menumate server ensuring off site data recovery if needed.

Hardware Performance Monitoring

- All POS Terminals are installed with LogMeinPro software that is monitors the POS terminal hardware performance and potential problems

Support Type	Unit	Price	Monthly Fee (excl GST)
Software Support		per month	
Hardware Service		\$30.00 per terminal	
Data Security/Recovery		\$39.00 per month	
Monthly Total for Platinum Level Support			

Acceptance for Support and Maintenance Agreement

The customer requests that POSmate provide the platinum level maintenance and support agreement for the agreed monthly fee. As an officer of the above customer I have read and agreed to the terms outlined in the maintenance and support agreement.

Signed on behalf of The Customer

Signed on behalf of POSmate

Name

Name

Position

Position

Date

Date

Gold Level Support and Maintenance Agreement

Software Support

- Software Support is provided via the POSmate help desk 24 hours a Day, 7 days a week.

Software Upgrades

Software Upgrades are delivered 4 times a year and are delivered and installed as part of this agreement. All upgrades are provided free, but an hourly labour charge applies to all upgrade installs.

Hardware Service

- Hardware Warranty is “Back to Base”
- Travel and Labour are charged for on-site service when provided

Data Security & Recovery (SafeMate)

- Database security and backup is provided under this agreement with automatic nightly backups being stored on the Menumate server ensuring off site data recovery if needed.

Hardware Performance Monitoring

- All POS Terminals are installed with LogMeinPro software that is monitors the POS terminal hardware performance and potential problems

Support Type	Unit	Price	Monthly Fee (excl GST)
Software Support		per month	
Data Security/Recovery		\$39.00 per month	
Monthly Total for Gold Level Support			

Acceptance for Support and Maintenance Agreement

The customer requests that POSmate provide the Gold level maintenance and support agreement for the agreed monthly fee. As an officer of the above customer I have read and agreed to the terms outlined in the maintenance and support agreement.

Signed on behalf of The Customer

Signed on behalf of POSmate

Name

Name

Position

Position

Date

Date

Silver Level Support and Maintenance Agreement

Software Support

- Software Support is provided via the POSmate help desk 24 hours a Day, 7 days a week.

Software Upgrades

Software Upgrades are delivered 4 times a year and are delivered and installed as part of this agreement. All upgrades are provided free, but an hourly labour charge applies to all upgrade installs.

Hardware Service

- Hardware Warranty is “Back to Base”
- Travel and Labour are charged for on-site service when provided

Data Security & Recovery (SafeMate)

- Not provided under this agreement, data security and backup is the responsibility of the owner.

Hardware Performance Monitoring

- Not provided under this agreement

Support Type	Unit	Price	Monthly Fee (excl GST)
Software Support		per month	
Monthly Total for Silver Level Support			

Acceptance for Support and Maintenance Agreement

The customer requests that POSmate provide the Silver level maintenance and support agreement for the agreed monthly fee. As an officer of the above customer I have read and agreed to the terms outlined in the maintenance and support agreement.

Signed on behalf of The Customer

Signed on behalf of POSmate

Name

Name

Position

Position

Date

Date

Bronze Level Support and Maintenance Agreement

Software Support

- Software Support is available on a user pays basis via the POSmate help desk Monday to Friday 8:30am to 5:00pm. Support is invoiced, charges based on usage at \$120 per hour (15 minute blocks) plus GST
- After hours support is available at POSmate's normal hourly rate of \$180 per hour plus GST
- Public Holidays / Weekend support is available at POSmate's normal hourly rate of \$240 per hour plus GST

Software Upgrades

- Software Upgrades are available to purchase by the customer at \$250 plus GST per module per upgrade plus labour for installation

Hardware Service

- Hardware Warranty is "Back to Base"
- Travel and Labour are charged for on-site service when provided

Data Security & Recovery

- Data security and backup is the responsibility of the owner.

Support Type	Price
Labour	\$120.00 per Hour plus GST
Labour After Hours	\$180.00 per Hour plus GST
Labour Public Holidays / Weekends	\$240.00 per Visit plus GST
Travel (Site Call Out)	\$120.00 per Visit plus GST

Acceptance for Support and Maintenance Agreement

The customer requests that POSmate provide the Bronze level maintenance and support agreement. As an officer of the above customer I have read and agreed to the terms outlined in the maintenance and support agreement.

Signed on behalf of The Customer

Signed on behalf of POSmate

Name

Name

Position

Position

Date

Date

