

AdminBase Support Options

Applicable From 1st September 2009

Included with Initial Software Purchase

AdminBase when initially purchased comes with three months support free of charge. This includes the following:-
Email and Web Support

Telephone Support

Report Modifications

New Custom Reports

Software Modifications

NB Report and Software Modifications during the initial support must be agreed in writing with Ab Initio.

Ab Initio reserves the right to refuse modifications that it does not consider to be to the overall enhancement of the software.

Thereafter...

No Support

Customers choosing not to renew support contracts are welcome to submit bug reports by email only which will be actioned and included in updates. If support is required on a call by call basis, this is available @ **£75+ VAT** per support call payable in advance.

Online - £400 +VAT per annum

This option allows customers to post their queries to our support web site. All support calls received by this method up to 4pm daily will receive a reply the same day with an answer or with details of what action will be taken to answer the question with an expected date of completion.

Premier - £750 + VAT per annum

In addition to the Online support options Premier Support Customers may also make unlimited use of telephone support. Support calls arising from telephone calls will be logged onto the support web site by Ab Initio staff for other customers to benefit from. As with online support calls received up to 4pm daily will be responded to the same day.

Elite - £300 + VAT per month payable by standing order

In addition to the Premier support options Elite Support Customers will benefit from free custom reports and modifications (subject to a maximum number of hours per annum). Also included in this option is a site visit once a year to review use of the AdminBase within the company and make recommendations for more effective use of the system.

In Summary the options are:-

	Initial 3 months	No Support	Online	Premier	Elite see note 5,6
Bug Notification by Email	yes	yes	yes	yes	yes
Download Updates from Web Site	yes		yes	yes	yes
Support Questions by Web	yes		yes	yes	yes
Support Questions by Telephone	yes			yes	yes
Report Modifications see note 1, 3, 4	yes			no	yes
New Custom Reports see note 2,4 *	yes			no	yes *
Software Modifications see note 3,4	yes **			no	yes**
Annual Audit Day				no	yes

Notes

1. Report Modifications must be agreed in writing with Ab Initio by email or fax.
2. The design of Custom Reports will become the property of Ab Initio Software and may be for offered for purchase to other customers at Ab Initio's discretion.
3. Ab Initio reserves the right to refuse modifications or report changes it does not consider to be to the overall enhancement of the software.
4. Customers whose support option does not include free custom reports or modifications may agree a price for these with Ab Initio subject to Note 3.
5. The Elite option is available by monthly standing order of £300 + VAT per month, for a minimum of 12 months. Customers paying outright for this option may take a 10% discount on the annual cost.
6. Support Options may be upgraded at any point during a contract and downgraded annually on the renewal of the contract.

* Maximum 20 hours per annum

** Subject to terms and conditions