

AdminBase Support Options

Applicable From 1st November 2011

Included with Initial Software Purchase

AdminBase when initially purchased comes with three months support free of charge. This includes the following:-
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 @ **£85+ VAT** per support day payable in advance. No software updates will be available to customers without support. If a support contract is required sometime after the expiry of a previous support contract a fee to cover software updates made available on restart will be charged.

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.

Telephone & Remote - £950 + VAT per annum

In addition to the Online support options Telephone & Remote 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.

Fully Inclusive - £300 + VAT per month payable by standing order

In addition to the Telephone and Remote support options Fully Inclusive 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 remote data analysis once a year to review use of 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	Telephone & Remote	Fully Inclusive <small>see note 5,6</small>
Bug Notification by Email	yes	yes	yes	yes	yes
Download Updates from Web Site	yes	no	yes	yes	yes
Support Questions by Web	yes	no	yes	yes	yes
Support Questions by Telephone	yes	no	no	yes	yes
Report Modifications <small>see note 1, 3, 4</small>	yes	no	no	no	yes
New Custom Reports <small>see note 2,4</small> *	yes	no	no	no	yes *
Software Modifications <small>see note 3,4</small>	yes **	no	no	no	yes**
Annual Data Analysis	no	no	no	no	yes

Notes

1. Report Modifications must be agreed in writing with Ab Initio by email or fax using the Report Modification Form.
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 Fully Inclusive 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