

Optical Administration & Accounting Software- Annual Support Agreement (ASA)

We encourage customers to contact us for assistance and support. Our goal is to provide a high level of customer service, with a four-hour response time to support requests whenever possible.

Digi books Version Software for **M/S. AL-HIBA EYE HOSPITAL NEDUMANGAD, TRIVANDRUM** Period of free service- from Installation Date till One Year.

Hours of Phone and Email Support:-Email and phone support are available Monday-Saturday, 9:30 a.m. to 6:00 p.m. excluding holidays. Holidays shall mean all public holidays and local holidays.

The Annual Support Agreement includes the following service offerings: - A formal Support in form of Phone or Online, customer must have Internet to get instant.

Support:

- o 1 Year Free Service (Support through Phone & Online using Team viewer)
- o Data Backup is client responsibility, improper shutdown, may cause errors in DB.
- o Hardware Cost not included in this Contract.
- o Fix bugs in any of the modules of software application.
- o Update and Customization are not included.
- o A yearly renewal charge applicable after one year. Rate 5000/-
- o Minimum INR 800 will be charged per visit if needed.
- o Customization will be hourly charged according to the task after effort estimation

Training: Digi books offers training for all the software at the installation phase. However if client needs we can provide training at any point of time at extra cost, on a schedule determined by Relent Software Technologies.

What is a Support Incident?

- An incident may include multiple contacts, including e-mails, phone communication, and any other transfer of information necessary to reproduce the problem at Digi books Support.
- Any issue that is determined to be caused by a software bug or error in documentation will not be considered an Incident.
- Extra service charges will be quoted for virus & other hardware problems. Data warranty, Data backup is client's responsibility.

What items are not covered by a Support Incident?

- Custom coding- Feature Enhancements
- Consulting – New Features
- Training

When is an Incident Resolved?

Once an incident has been identified by Digi books Support Team, it will be considered resolved when any of the following statements are true-

- Information regarding a reasonable solution/workaround has been provided,
- Information that the issue is resolved by upgrading to a newer release of the product in question has been provided.
- Notice that the issue has been identified as a hardware equipment issue
- Digi books determines the incident is an enhancement request

System Requirement-

- 1) 1 PC ✓
- 2) 1 Printer ✓
- 3) 1 Barcode Scanner ✓
- 4) Internet Facility ✓

Note: Client must keep this document for future references.

(I hereby agree above said terms & condition of ASA)

COMPANY: M/S. AL-HIBA EYE HOSPITAL

PLACE : NEDUMANGAD, TRIVANDRUM

NAME & SIGN:

ANAS . M

DATE : 08/11/2018

