

## **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. ALLEN & HABOUR OPTICAL STORE, KOTTAYAM**  
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:**

- 1 Year Free Service ( Support through Phone & Online using Team viewer)
- Data Backup is client responsibility, improper shutdown, may cause errors in DB.
- Hardware Cost not included in this Contract.
- Fix bugs in any of the modules of software application.
- Update and Customization are not included.
- A yearly server renewal charge applicable after one year. Rate 2500/-per shop. (2500x12=Rs.30,000 for 12 shops).
- SMS will be charged extra.
- Minimum INR 1500 will be charged per shop visit, if needed. (This visit will be required in rare cases since it is an online software so trainings & other support can be provided through online).
- 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

**SOFTWARE CODE**

The software code of the product is the sole property of Relent Software Technologies & will be protected from any access to the client or any other third party acting on behalf of the client. The client has paid only for the results of the labor: for example, if a client commissions us to build an online quiz app, they pay for and own the working application, but have no rights over the code itself which is of the Company only. The client shall have no rights to copy or resell the software code of the product to any person.

The client or its agent, employee or any other third party acting on behalf of the client may not: [a] sublicense, disclose, publish or transfer the Software to a third party; [b] translate the Software into another computer language or in any way reverse engineer, decompile, or disassemble them.

**System Requirement per shop-**

- 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)*

<b>COMPANY: M/S. ALLEN &amp; HABOUR, THE OPTICAL STORE</b>	<b>NAME &amp; SIGN: Habour</b>
<b>PLACE : KOTTAYAM</b>	<b>DATE :11/11/2019</b>