



Support and Licence Fees

The annual fee we charge as Support and Licence Fees benefits our users as follows:

1. It allows users to call us with questions and problems without any additional charges. Some companies charge per phone call for any Support issues.
2. It allows users to email us with any questions and support issues.
3. The fees are used to enable us to provide a person/persons to do support on a full time basis.
4. The fee is calculated based on the cost of the system and the number of users is also taken into account.
5. Fees are reviewed on a regular basis, and will only increase when we deem its appropriate as a result of additional work done, or additional users added.

The following services are included in the annual fees.

1. Correction of critical errors in the software or assistance to use corrective procedures to overcome problems.
2. Help desk facilities between normal Business Hours (Local Time), Monday to Friday (excluding Public Holidays).
3. Help is available outside normal hours by mutual agreement
4. In cases where a full support agreement is in place we guarantee a three-hour response time to urgent queries providing a suitable message is received/left.
5. Changes due to legislative requirements such as taxation and ACC are provided at no charge to clients with Full Support Agreements. Telephone and Email Support Client are charged a nominal fee for these updates.
6. Information on upgraded versions, which could mean enhancements or modifications to the software.
7. Updated manuals where applicable for new versions will be made available.



Chargeable support would normally include the following:

1. Problems caused by operator omission.
2. Transferring software and live data to other companies.
3. Upgrading the software to an upgraded operating system.
4. Restoring the software due to computer breakdown.
5. Fixing problems caused by hardware malfunctions.
6. Support of other software or devices not supplied by CSoft.
7. Further enhancements not included in the original specifications.
8. Additional training due to new staff being appointed.
9. Any accounting assistance provided outside the normal scope of installing the software.
10. Any conversion of work having to be done to convert data from another system to Our Database format.
11. On site visits to review and correct any problems.