AM-WIN SUPPORT AGREEMENT

*<u>Our valued customers are reminded that the following support call back guidelines are currently in place under all current support agreements.</u>

Our support office endeavours to attend to your call as soon as possibly practicable and our staff always make every effort to maintain a high level of support to all of our customers every day.
Under the current support agreement these are our support obligations:

SOFTWARE PRODUCT SUPPORT

AM-Win and ICS is only obligated to provide Maintenance for any version of the AM-Win Software until the earlier of:

(i)   eighteen (18) months from that version's release or
(ii)   the release of a second subsequent Major Product Update (for example, until the release of version 11 if You have version 10).

AM-WIN HOTLINE SUPPORT to the customer is provided as long as the customer is currently up to date with their annual or monthly AM-Win Hotline Support Agreement charges. This excludes public holidays and the Christmas - New Year holiday period. Outside these hours' help is available on a best endeavour basis. The customer may use telephone Hotline Support on the nominated hotline numbers during the hours of 8.00am and 5.00pm AEST on weekdays and will normally receive a response to their call within the following periods.

1. Four working hours for calls whereby the user is not able to access the data or AM-Win program or any associated programs written by AM-Win Software as a result of data corruption or program error.

2. Six working hours for calls that involve a significant restriction of the use of the software, an error restricting access to certain records as opposed to the data as a whole or a program fault which causes data to be recorded incorrectly. Issues of an urgent nature that requires same day attention to rectify software issues, data errors or system bugs.

3. Two working days for calls that are of a general nature requiring help on how to use certain functionality of the software, calls whereby the customer is able to use a workaround or calls where the customers have not received training on the areas for which the call relates to. Any non-urgent enquiries or general support calls.

While we specify the times above, we expect that in most cases response times will be much quicker.

Response Time is defined as the time between receipt of the call and the time that an ICS Team member begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

We do not offer telephone support during public holidays, weekends or outside of usual business hours. We also have certain times throughout the year during which support is either unavailable or diminished due to national conferences and staff training events or some events such as Christmas parties. Customers will be notified of these times via email. We usually close for 7 – 8 business days over the Christmas / New Year period at which time general support is not available.

During times when support is not readily available, our staff regularly check emails, phone messages and will offer assistance for urgent and severe issues as soon as possible if the issue is emailed to us.

Customers not on a valid support agreement will be charged at a rate of $30 + GST per 15 minutes. In all cases response for non-support contract holders will be within 1 working day. See ICS's Labour Rates for a full list of our rates.

PLEASE NOTE: Certain times of year most commonly around the end of financial year and early in the new financial year during the months of June and July, we often experience unusual high call volumes and as such response times during this period may be longer. In the event that a support staff is not able to respond in the required time, it is recommended that the customer call again to ensure quicker support is provided. Customers calling for a second or subsequent time will be given higher priority. Response times rely on the client accepting a response by any available support representative even if that particular representative is not fully familiar with the problem or the specific module in question. If the client wishes to speak with a specific support representative, then response times may be considerably longer.

It is the user's responsibility to back up their data and to ensure that the backup is operating correctly, the backup data is valid and the backup data is safely stored. If the user does not have recent and valid backups, then this will greatly reduce the ability for either AM-Win or ICS to support the customer.

<p style="color:red; text-align:center; font-weight:bold;">*Support is only available for products supplied by, written by or manufactured by either AM-Win software or ICS.</p>

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