



SUBJECT: SOFTWARE SUPPORT.

Support Agreement

When you purchase GlobalBake you will be given a temporary toll-free access to **SSI** in New Zealand for three months. This is from date of software purchase from Brian Fox Pty Ltd. At the end of this term it is strongly recommended that you purchase a one year Support Agreement with SSI. This is calculated on the retail price of the GlobalBake and charged at 17% for 1st year, 15% 2nd year and 13% for 3rd and remaining years. If you subsequently purchase additional modules or increase users or number of customers the support charge will be recalculated to cover this.

A Support Agreement provides you with unlimited tollfree support 24/7/365. Access to ongoing software updates and the GlobalBake user group mailing list. It does not include requested enhancements/modifications to GlobalBake, on site labour, travel to site, freight and postage or communication costs excluding the tollfree line.

If you require an update to the program and a support agreement is not in place then a retrospective charge will apply to back to when the support agreement ceased.

Support Requirements

It is strongly recommended that you have PcAnywhere installed on your server. To save toll charges it is advised that this be accessible via the internet through a suitable firewall. In order for the live update facility for GlobalBake to function you will require access to the internet.

Implementation Costs

Modifications required to GlobalBake for the implementation to proceed e.g. new reports, new invoice layouts, new statement layouts or new functionality will be charged at our normal charge out rate of \$100 per hour, a quotation can be provided prior to purchasing GlobalBake. Where a senior trainer from SSI is involved in the implementation at site any changes done during that time are covered by the daily onsite training charge.

Kind Regards
John Baird
Managing Director