

# Software Support Agreement

## 1. Parties

1.1 Nuco Technologies Limited trading as Computalynx, will for the purpose of this document be referred to as “the company”.

1.2 \_\_\_\_\_ for the purpose of this document be referred to as “the customer”.

## 2. Definitions

2.1 “Commencement Date” means the date this contract is signed by the company as indicated below.

2.2 “Support Period” means the period in months’ cover as set out in the company’s Undertaking Clause 3.1.3 below

## 3. Company’s Undertaking

In consideration of payment per software product by the customer, the company will:-

3.1.1 provide technical support via telephone, fax, postal mail or electronic mail for the product/s as set out in item 4 (Product Schedule below) from 9:00 to 17:30 hours, Monday to Friday inclusive, and excluding Public and Bank Holidays.

3.1.2 make available to the customer all software upgrades and enhancements for the product/s as set out in item 4 (Product Schedule below) as they are released within the 12 month period from the commencement date.

3.1.3 all support services are for a minimum period of 12 months from the commencement date, and renew automatically unless notice of cancellation is given at least 24 hours prior to the renewal date.

## 4. Product Schedule

Software

Contract Expiry Date

Signed on behalf of the Company .....Date.....

.....

Signed on behalf of the Customer .....Date.....

(please print name) .....