

**MAYNARDS OFFICE TECHNOLOGY (PTY) LTD**

**ANNUAL PLATINUM SUPPORT AGREEMENT**

**in respect of**

**Olympus Proline / Standard Line Software (4 - 25 Users)**

In terms of the Agreement, Maynards Office Technology undertakes to provide Telephone, Email and Remote Assistance Support of the abovementioned system during office hours as a service at no charge. In the event that a Client Service Consultant is unable to assist you immediately, your call / email will be returned within a guaranteed response time of one hour.

On site software support, travel time and mileage is chargeable; Maynard's Preferential Contract Rates apply, under this Agreement. (Standard rates less 30%)

Loan Devices will be supplied free of charge under this contract while a device is being repaired.

As part of this agreement Maynard's will once a year (on the contract anniversary) carry out a comprehensive on-site system health check. This will include software upgrades within versions (version upgrades are billed for), re-configuring of software as well as a general hardware checkup.

The effective date of the commencement of this contract is **1 March 2014**. The price of the abovementioned service is **R 2040.00** per year, excluding Vat, payable in advance.

The above rates are based on the costs at the commencement of the contract. In the event of such costs increasing, the charge will be revised, but by no more than the percentage increase in the Consumer Price Index.

This contract will remain in force for a period of one year from the effective date hereof and will be automatically renewed every year in advance thereafter without notice, until either party gives written notice of intention of cancellation at least two months prior to the annual renewal date. Maynards Office Technology reserves the right to the provision of support in the event that payment due in terms of this contract be more than one month overdue.

**CUSTOMER:**

**ADDRESS:**

**Signed in Acceptance** \_\_\_\_\_

**Name** \_\_\_\_\_

**Position in Company** \_\_\_\_\_

**MAYNARDS OFFICE TECHNOLOGY  
CONTRACT CONFIRMED**

**Notwithstanding the effective date, the date of**

**Signing** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Signed By** \_\_\_\_\_

**Signature** \_\_\_\_\_