

CardExchange UltraPlus Support Agreement

The CardExchange UltraPlus software agreement is designed to provide a fixed cost in supporting your CardExchange installations and keeping your Card Production investment “up to date”.

By ensuring you have the latest version of the software The UltraPlus agreement will generally provide a greater customer satisfaction, lower downtime and improved ease of use.

Coupled with our premium phone and remote desktop support service your operators will have the peace of mind to be able to contact us when something goes wrong without the fear or having to get approval for support calls.

CE UltraPlus Benefits:

- 12 Months Free minor and major software upgrades
- Email notification of new upgrades
- Email Tips, and Tricks, Help Files
- Unlimited Phone software technical support*
- Support via Remote Control Login (Gotomeeting)
- Relicensing as required

*Subject to Fair Use Policy

Cost \$ 295.00 Ex GST



1300 651 277
support@ppc.com.au

CardExchange UltraPlus Support Agreement Terms & Conditions

1 Support Coverage

Under the software support agreement PPC will provide unlimited support of CardExchange issues both via phone and via remote desktop sessions (assuming connectivity is available) subject to our [fair use policy](#).

While many support calls will be handled immediately, all support incidents are targeted for a 4 hour phone response timeframe for first communication. If a support sessions requires more than 30 minutes support, a time convenient to both parties will need to be arranged to deliver the support required, usually within 24 hours.

Issues Not Covered by the Agreement:

- Problems with the Data Source (Spreadsheet / Database etc.)
- Problems with the Operating System or Other External Software
- Initial Installation, re-installation (other than restoring a valid backup)

Support may require the operator to carry out action on the computer in order to resolve the problem. Failure of the operator to carry out these requests may prevent resolution of some issues.

2 Agreement Commencement and Renewal

The Agreement commences at the date of invoice. If the agreement is not paid, all service provided under the agreement will be charged at full price.

In order to provide continuous and uninterrupted support, the agreement will be billed and renewed automatically at the anniversary of the expired agreement.

Cancellation of renewal must be requested in writing prior to the renewal being issued. In some circumstances, cancellation will be accepted up to 30 days after invoice, assuming no support has been provided between the renewal date and the cancellation request.

3 Software Subscription Service

PPC will provide access, free of charge, to upgrades of both new Major and Minor software releases for the period of the subscription service.

The nominated contact at the customer will be notified via email on the release of new versions and will be provided for download from our support site with instructions on how to carry out the upgrade.

When the customer is ready to upgrade to a new major version during the subscription period a new license will need to be generated and the old license for the existing version of the software will be disabled. Please contact PPC by email at support@ppc.com.au to request a license.

4 Risks and Liability

PPC accepts no responsibility, liability or risk at any time for loss of data and configuration information, time lost or any other damage caused during a software upgrade.

The backing up of, and restoration of, data and configuration information is the responsibility of the customer.

5 Fair Use Policy

This software support agreement is unlimited in that there are no fixed numbers of hours associated with the support; however it is subject to a fair use policy in relation to:

- A maximum of 2 new templates or data connections per annum (max 1 hour)
- A maximum of 2 calls on the same training or how to issue per annum (max 1 hour)

6 Backup of Data and License

The support agreement requires you to keep an up to date and valid “backup” of your data configuration folder and licenses and you may need to revert to this if an error occurs.

At any time during a support call it may be required to go back to a previously backed up version of the configuration. In these cases the support time required to restore changes made to the configuration that has not been backed up are not covered.

You are required to keep an “up to date” backup of both your license and data folders to facilitate recreation of information if required. Failure to provide a backup of your CardExchange Data folder may result in the inability to restore the configuration to working order within the bounds of this agreement.

Instructions on how to backup your data folder, and a free backup utility can be found on our support knowledgebase. This backup software is not supported by PPC.

7 Operating System and Third Party Issues

The support agreement does not cover the resolution of external issues with the operating systems or external third party applications. PPC will however provide assistance in attempting to identify and provide potential solutions to these issues at the discretion of the technician.

8 Data Source

CardExchange does not have an internal data source, CardExchange connects to external data sources to provide records for printing or update.

CardExchange is not compatible with all data sources even if they are of a compatible file type. In particular MS Excel files that contain macros or complex cell formatting may be incompatible with CardExchange.

The customer bears responsibility for the backup and maintenance of all data sources. PPC cannot maintain integrity of the data source in any format (for example: SQL, Oracle, MS Access, Excel, csv)

9 Contact Details

PPC’s standard support centre handles all support calls and the person handling your call may change depending on availability, if however you have a specific and ongoing issue and you need to maintain continuity of contact with one person please ask for that person, though delays may then occur in the response.

Phone: 1300 651 277 **Email:** support@ppc.com.au **Web:** <http://supportkb.ppc.com.au>