

## Software Maintenance and Support Agreement

### GLS Software

The GLS Software Maintenance Agreement (SMA) grants users of the respective authority or organisation (Licensee) assurance as to maintenance and support of their software package as well as the respective infrastructure sub-systems purchased.

The licensee agrees to enter into a software maintenance and support agreement with **GLS Software (Pty) Ltd** at the terms and conditions set out below:

1. **GLS Software (Pty) Ltd** agrees to provide telephonic support to the licensee during the hours 08:00 to 17:00 SAST, Mondays through Fridays, excluding public holidays. Support will include the following:
  - 1.1 Resolution of problems / faults in the licensed software.
  - 1.2 Any new releases of the licensed software at no extra charge as and when they become available.
  - 1.3 On-going information on updates regarding new developments in the software.
2. In the event of the licensee requiring on-site support from **GLS Software (Pty) Ltd** the cost of travel (at prevailing AA rates, or airfare plus car hire and full hotel accommodation) will be for the account of the licensee. In addition to this, the ruling **GLS Software (Pty) Ltd** hourly rate for support will be charged.
3. The licensee agrees to appoint 1 (one) member of his staff at each installed site as a liaison officer with **GLS Software (Pty) Ltd**. The appointed staff member will be the sole person to forward enquiries regarding the licensed software to **GLS Software (Pty) Ltd**.
4. The licensee agrees to have staff properly trained in the effective use of the operating system under which the licensed software is used. Failure to do so will result in the ruling hourly rate being charged.
5. This agreement will remain in force for an initial period of 1 (one) year starting on the date of acceptance by **GLS Software (Pty) Ltd**. Thereafter the agreement will be renewed automatically, unless prior written notice of cancellation is submitted by the licensee at least 60 (sixty) days before the termination date.
6. The cost of the SMA is calculated at **16%** of the full list price of the software.