



## Integriti Professional Software Maintenance Agreement for Australia and New Zealand

Inner Range Pty Ltd has established a maintenance program to support customers of its Integriti Professional system management software. This program may consist of upgrade software and/or telephone and email customer support to assist users of Integriti Professional in their use and configuration of the software application. At this time, this maintenance program is available to customers within Australia and New Zealand only.

Any person(s) entering into this agreement with Inner Range Pty Ltd do so under the following terms and conditions:

### Terms and Conditions

Two levels of Maintenance Agreement are available: Standard and Corporate.

The **Standard Maintenance Agreement** is available to those customers who have purchased the base Integriti Professional package, comprising one (1) panel license and one (1) client license. The Maintenance Agreement entitles the customer to software upgrade releases for the base Integriti Professional package as well as telephone and email customer support via the nominated telephone number and email address, for the term of the agreement. Sufficient proof of identity and authorisation is required at the time of each support inquiry.

The **Corporate Maintenance Agreement** is available to those customers who have purchased any number of additional Integriti Professional licenses, in excess of the Integriti base package. The Maintenance Agreement entitles corporate customers to software upgrade releases for any Integriti Professional module that they have purchased as well as telephone and email customer support via the nominated telephone number and email address, for the term of the agreement. Sufficient proof of identity and authorisation is required at the time of each support inquiry.

Any of the above Maintenance Agreements is specific to one (1) instance of Integriti Professional. Each instance is identified by the Integriti product license key originally supplied and installed on the Integriti Server. Maintenance Agreements do not cover additional copies or instances of Integriti Professional and Maintenance Agreements may not be transferred without the express written consent of Inner Range. Any attempt to fraudulently obtain support for any version or instance of Integriti, other than the one to which the Maintenance Agreement applies, may result in the cancellation of the agreement with all paid fees being forfeited.

The term of any Maintenance Agreement is **twelve (12) months**. Prior to the expiry of the term of the Maintenance Agreement, Inner Range will issue an Invoice to the customer for fees to cover the forthcoming term of agreement. It is herewith agreed by both parties that this Maintenance Agreement will be automatically renewed for a further twelve (12) month term upon acceptance by Inner Range of the customer's fees to cover the forthcoming term of agreement. It is further agreed by both parties that these terms and conditions will continue to apply unless both parties have agreed in writing to vary these terms and conditions. In such a case, and where two terms or conditions conflict, the most recently agreed terms or conditions shall apply.

The cost of this Software Maintenance Agreement is based upon the current Integriti licensing levels at the time of issuing the initial SMA or renewal notice. Should customers purchase additional Integriti licenses throughout the 12 month SMA period, the cost of the SMA for the following year may increase in value proportionally.



**Inner Range Pty Ltd**  
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## The Service

As part of this agreement, Inner Range agrees to provide customers with Integriti Professional software upgrades for the term of their Maintenance Agreement. It is herewith agreed by both parties that Inner Range shall not be bound to release any minimum number of Integriti Professional software upgrades during the term. In addition to software upgrades, Inner Range agrees to provide telephone and email support to the customer, specifically in the use and configuration of their Integriti Professional system management software.

This service is provided to customers on a "shared time" basis, in so far as the hours of availability of the Integriti Professional customer support service are shared amongst all those customers requiring assistance. The customer support service is available between 8:30am to 5:00pm (AEST), Monday to Friday, excluding gazetted Public Holidays for Victoria, Australia. Subsequently, customers herewith agree that they may experience some delays in service, should members of the support team be busy assisting other customers at the time of their call. Support team members will, however, endeavour to return the customer's call at their earliest opportunity.

To ensure the equity of the maintenance program, Inner Range reserves the right to restrict any telephone or email inquiry to fifteen (15) minutes duration.

To further safeguard the success and effectiveness of the maintenance program, Inner Range reserves the right to terminate any customer's Maintenance Agreement if, at its sole discretion, Inner Range believes that any individual customer is unreasonably over-utilising the services of the customer support team to a degree that it significantly undermines the "shared time" principal of the service. In such an event, Inner Range shall refund to the customer any unused portion of their annual maintenance program fee.

This agreement shall terminate at the expiry of the current Maintenance Agreement period and the failure of Inner Range to receive the customer's fees for the new Maintenance Agreement period.

Inner Range reserves the right to refuse to accept or renew any Maintenance Agreement for any reason.

## Pricing Schedule (please indicate your acceptance in the box provided)

Description	Annual Fee (ex tax)	Accept
Standard Integriti Software Remote Support	AUD \$ 350.00	
Corporate Integriti Software Remote Support	AUD \$ POA	

Quote Date:

Quote Reference:

Customer:

*This quote is valid for 30 days.*

This quote is derived from the currently purchased Integriti licenses based upon the provided Integriti Product Key: **11111-AAAAA-22222-BBBBB-33333**

**Application**

I hereby agree to the above terms and conditions and wish to enter into an Integriti Professional Maintenance Agreement with Inner Range Pty Ltd:

**Company Name:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Contact Signature:** \_\_\_\_\_

**Integriti Professional Product Key:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Country:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Email:** \_\_\_\_\_

Please complete and return this document by email, fax or mail:

**Email to:** admin@innerrange.com

**Fax to:** +61 3 9753 3499

**Mail to:** Maintenance Agreements  
Inner Range Pty Ltd  
PO Box 9292  
Scoresby,  
Victoria. 3179.  
Australia.

*Please include payment or a purchase order to the value of the service level required.*