



Insight Professional Software Maintenance Agreement for Australia and New Zealand

Inner Range Pty Ltd has established a maintenance program to support customers of its Insight Professional system management software. This program may consist of upgrade software and/or telephone and email customer support to assist users of Insight 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 Insight 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 Insight 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 Insight Professional licenses, in excess of the Insight base package. The Maintenance Agreement entitles corporate customers to software upgrade releases for any Insight 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 Insight Professional. Each instance is identified by the serial number of the USB dongle originally supplied and installed on the Insight Server. Maintenance Agreements do not cover additional copies or instances of Insight 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 Insight, 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 Insight licensing levels at the time of issuing the initial SMA or renewal notice. Should customers purchase additional Insight licenses throughout the 12 month SMA period, the cost of the SMA for the following year may increase in value proportionally.



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The Service

As part of this agreement, Inner Range agrees to provide customers with Insight 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 Insight 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 Insight 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 Insight 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 Insight Software Remote Support	AUD \$ 350.00	
Corporate Insight 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 Insight licenses based upon the provided Insight Dongle Serial Number: **1111-2222**

Optional Dongle Duplication and Protection

Inner Range offers a further optional service whereby Inner Range can provide to the customer an Insight Dongle with duplicate licensing to facilitate the establishing and operation of a Backup Insight Server at another related location.

This server must only be used as a replacement for the primary production Insight Server in the event that the Primary Production Server encounters a problem or must be taken off-line for periodic maintenance. The Duplicate Dongle is NOT to be used to operate a second independent Insight Server within the organisation or elsewhere.

As part of this service, to further protect the investment of the customer and to minimise any hardship which may occur as a result of loss, damage or theft of either the Primary Insight Dongle or the Secondary Duplicate Insight Dongle, Inner Range will replace the Primary Dongle with a time-limited Dongle and will issue a time-limited Dongle as the Secondary Insight Dongle.

The License keys contained within each Dongle will be scheduled to expire annually. Two weeks prior to their expiry, Inner Range will generate and send to the customer renewed keys for the forthcoming year.

This Option for Dongle Duplication and Protection may only be taken up in addition to one of the Software Maintenance Agreement options as listed at the bottom of page 2 of this Document.

Optional Pricing Schedule *(payable in addition to the base Software Maintenance fee)*

Description	Annual Fee (ex tax)	Accept
Dongle Duplication and Protection	AUD \$ POA	

Application

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

Company Name: _____

Contact Name: _____

Contact Signature: _____

Insight Professional Dongle Serial Number: _____

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.