

# Momentum Software Operations - Service Plan

**Why have a Service Plan?** During a typical customer life cycle there are often changes in the business that make access to knowledgeable support & training invaluable. For example, new staff may not be trained to the same level as those that were trained during the implementation. Original staff may not have the time or knowledge to train new staff to the same level. Business processes may also change in response to changing business conditions. Access to knowledgeable support makes adapting to change easy.

Clients who don't invest in support and training find that they do not get a good return on their investment.

**Quick Answers when you need them** – Momentum uses state-of-the-art Remote Access software and On-Line Support Logging to help provide a high level of service to our clients.

**Priority** - A service plan gives you priority access to our support system and resources. Your support calls will have priority over casual customers.

**Peace of Mind** - A service plan gives you peace of mind that you have a partner to rely on when you have questions or problems.

**Timely and Reliable Software Upgrades** - Momentum perform internal testing of MYOB software upgrades before releasing them to our customers. That way we help ensure there are minimal issues arising from upgrades and any new features are available.

**Specific to You** - Your service partner is knowledgeable about your specific software set-up including any customised software or reports. Your support requests can be resolved more quickly and accurately.

**Higher Productivity** - Minimising the number of support requests, and resolving them quickly enables our clients to keep their staff working on productive tasks.

# Software Service Plan

**Pre-Paid Services Plans entitle the customer to the services listed. All services provided are allocated against the prepayment.**

## **What is included in the Service Plan?**

1. Telephone and email assistance with "how to" questions in relation to using the software
2. Access to our On-Line Support Logging system
3. Access to our State-of-the-art Remote Support Software
4. Access to the online Knowledgebase
5. Working on faults and errors that occur in relation to a software fault
6. Working on faults and errors in standard MYOB Exo/Advanced reports and forms
7. Fixes to data that was created due to user error or lack of knowledge
8. Provision of upgrades to the software, both product and delivery of software
9. Bi-Monthly (or as available) e-mail outlining hints and tips, new releases and up and coming events
10. Regular and on-request reports detailing the status of issues logged by Momentum

## **Additional Services Available from Momentum (Projects)**

11. On-Site Consulting
12. Training services
13. New reports or forms, or modifications to reports or forms
14. Installation of software on new servers or workstations or troubleshooting server, network or pc issues that affect the software (e.g. security, permissions, virus protection).
15. Changing the configuration of the software to meet new or changed business requirements.

We treat these requests as 'Projects' and proposals can be provided on request. Customers can elect to allocate these Projects against Pre-Paid Services.

## **After Hours Services**

Support requests that do not fall within "business hours" require a written request. Momentum are available to assist with After Hours services with the following conditions.

1. 1 weeks notice is required in order to schedule resource
2. There is a 25% surcharge on top of the normal support rate
3. After hours on-call services incur a minimum 2 hour fee.

*Note: Momentum does not provide Accounting, Bookkeeping or reconciliation services*

# Software Service Plan

## Payment Terms and Procedure

Upon entering into a Pre-Paid Service Plan Momentum will issue a Tax Invoice for the agreed pre- paid services. Payment Terms are 14 days from Invoice. Customers can commence using the service immediately.

Services are consumed in 6 minute increments at the rate applicable to the consultant and service provided. Momentum will issue a regular (usually monthly) summary of the actual services used including the balance of the prepayment. A summary can also be requested at any time. This process occurs until the pre-paid services are consumed. Pre-paid services do not expire.

Once the initial pre-paid services have been used, Momentum will issue a new Tax Invoice for the agreed pre-paid hours. To prevent interruption of service this Tax Invoice will be issued prior to the pre-paid services being consumed in full.

## Cancellation Procedure

In the event that the Services Plan is cancelled by either party Momentum will first confirm with the customer if existing requests should be completed or cancelled. Once all existing requests are completed Momentum shall issue a final summary of actual services consumed, then refund the value of any unused pre-paid services less 10% cancellation fee (calculated on the value of the unused pre-paid services).

Terms and conditions in respect of cancellation are set out in the Master Terms and Conditions agreement.

## Who can log Support Requests with Momentum?

Support requests are managed by a central contact with our Clients. This ensures an opportunity for your internal expert to resolve the problem, and increase their internal skill base. The Client will supply to Momentum the name(s) of it's representatives who can log support calls with Momentum. This list may change over time due to staff movements or changes within the client's business structure.

Support requests can be logged in three ways:

- Website: <http://www.momentumsoftwaresolutions.com.au/support>
- Email: [support@momentumss.com.au](mailto:support@momentumss.com.au)
- Phone: 07 5479 1877

# Software Service Plan

## What happens with my Support Requests?

1. Requests will be logged with Momentum by the nominated client "super user" or "champion" representative(s).
2. The Client representative logging the request will indicate if the issue is of high, medium or low priority, based on the following criteria:
  - a. "High Priority: No workaround is available, no work can continue until a resolution is found. The issue is having a major detrimental impact on client productivity
  - b. "Medium Priority: A workaround is available but work efficiency is impacted.
  - c. "Low Priority: The issue is not causing a significant impact on productivity now, but requires resolution in the medium term.
3. Details of the nature of the issue and the resolution will be recorded in the Momentum support log. A confirmation email with our Task Id will be returned to you.
4. **Response Times.** A telephone or email response will be made to the client within an hour of the call being logged with Momentum. If a resolution to the problem can be made immediately, regardless of the nominated priority, then it will be done so. If there is no immediate resolution available, Momentum will assess the priority of the issue and may re-prioritise if appropriate. Response times are as follows: -
  - a. "High Priority": Research will begin immediately by Momentum to solve the problem and the client will be alerted as to the expected completion time.
  - b. "Medium Priority": Research will begin by Momentum the next working day and the client will be alerted as to the expected completion time.
  - c. "Low Priority": Research will begin by Momentum within the next 2 working days and the client will be alerted as to the expected completion time.
5. **Escalation.** If after the designated periods above, the problem cannot be resolved by Momentum, it will be escalated and logged with MYOB Support, where it is then tracked by their support team. Momentum still retain primary responsibility for liaison with the client on progress of the resolution. Momentum and /or MYOB Support will provide a solution to the issue unless it is deemed to be either:
  - a) A bug which is logged immediately, tracked by Momentum and MYOB and delivered by way of a new version of the software. The timing of delivery of the new version of the software is at the discretion of MYOB Support and beyond the control of Momentum.
  - b) An enhancement request which is also tracked by Momentum and delivered to the client if possible by way of a new software version. Enhancements that need to be fast tracked or provide only the client benefit may require funding by the client.
6. **Closing of Calls.** When Momentum provide a solution to a call logged by the client, they will advise by telephone or email, the client representative. The client is required to test the solution provided by Momentum within 2 working days and advise Momentum of its acceptance or not of the solution provided. If the client does not contact Momentum within that period, Momentum will consider the solution has been accepted and the call will be closed by Momentum. If the client finds after that 2 day period that the solution is not acceptable, they can log a new support request with Momentum.

# Software Service Plan

## Definitions

In this Agreement the following words shall have the corresponding meaning:

**Business day** means any day other than a Saturday, Sunday, or gazetted public holiday applicable at the registered office of Momentum.

**Agreement** means this Momentum Services Plan and also includes:

- (a) the Master Terms and Conditions [www.momentumsoftwaresolutions.com.au/terms](http://www.momentumsoftwaresolutions.com.au/terms);
- (b) correctly executed Schedule 1: Service Plan Order Form

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## Term

This agreement will commence on the date that Momentum accepts Schedule 1: Service Plan Order Form submitted and executed by the Customer, and automatically renews unless the cancellation procedure is carried out.

## Terms and Conditions

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Terms and conditions relating to this agreement are contained in the agreement.

In the event of an inconsistency between a provision in the Master Terms and a provision in the Momentum Service Plan, the provision in the Master Terms shall apply.

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## Changes

Momentum may at its discretion change the Service Plan Terms or Hourly Consulting Rate by providing 30 days written notice to the contact email address on Schedule 1: Service Plan Order Form.

# Software Service Plan

## Schedule 1: Service Plan Order Form

Yes we would like to enter into a Momentum Service Plan, and we select option:

MOMENTUM PREPAID SERVICES PLAN						
Approx	Consultant Hrs	Hourly Rate			Total	Tick One
		Consultant	Senior	Developer		
5	*	190	200	210	950	<input type="checkbox"/>
10		190	200	210	1,900	<input type="checkbox"/>
20		180	190	200	3,600	<input type="checkbox"/>
30		175	185	195	5,250	<input type="checkbox"/>
40		170	180	190	6,800	<input type="checkbox"/>
50		165	175	185	8,250	<input type="checkbox"/>
60		160	170	180	9,600	<input type="checkbox"/>
70		150	160	170	10,500	<input type="checkbox"/>
80	+	140	150	160	11,200	<input type="checkbox"/>

\* available for customers with payroll only

+ customers can choose to purchase > 80 Hrs, there is no cap

Prepaid services purchased is based on the Consultant Rate. Services consumed against the prepayment are at the applicable rate depending on the Consultant and Nature of Work.

Travel to and from the customer's location greater than 30 mins is charged at 50% of the Consultant's Rate.

For customers in South East Qld the origin of travel is Momentum's nearest office (Carseldine, Maroochydore).

Monthly (or on request) reports are provided showing work completed and the remaining value of prepaid services.

\*\* All amounts are excluding GST

# Software Service Plan

By signing this agreement we acknowledge and accept the Master Terms and Conditions and Momentum Service Plan. These terms and conditions can be accessed at:-  
[www.momentumsoftwaresolutions.com.au/terms](http://www.momentumsoftwaresolutions.com.au/terms)

Accepted by the customer in accordance with the terms of this agreement

Signed:- Director / Principal / Authorised Representative \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company Name \_\_\_\_\_

ABN: \_\_\_\_\_

Nominated Super User \_\_\_\_\_

Accepted by Momentum Software Operations Pty Ltd

Signed:- Director / Principal / Authorised Representative \_\_\_\_\_

Date: \_\_\_\_\_

Name: Alistair Emery

Title: Managing Director

Company Name: Momentum Software Operations Pty Ltd

ABN: 98 606 033210