



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 that invest in support and training find that they achieve higher 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 support plan gives you priority access to our support system and resources. Your support calls will have priority over casual customers.

Peace of Mind - A support 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 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 support 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 Services 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 support 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 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, incl assistance with testing
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 and Planning
12. Training services – remote or On-Site
13. Project Management
14. Implementation of additional modules / features
15. Development of new reports, dashboards or forms, or modifications to reports, dashboards or forms
16. Changing the configuration of the software to meet new or changed business requirements.
17. Software development including new screens and functions designed to customer specifications
18. Integration services including API integrations, file or database integrations
19. 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).

We treat these requests as 'Projects' and proposals are 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 Services Plan

Payment Terms and Procedure

Upon entering into a Pre-Paid Support 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 support hours do not expire.

Once the initial pre-paid services have been consumed, 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 Support 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 its 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:

Email: support@momentumss.com.au

Phone: 07 5479 1877

Customer Portal: <https://portal-momentumsoftware.myobadvanced.com/>

(note: please contact us for initial login details for the portal)

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 critical, high, medium, or low priority, based on the following criteria:
 - a. **"Critical"**: A complete business down situation or single critical system down with high financial impact. Client is unable to operate. There is no work around.
 - b. **"High Priority"**: A major component of the clients' ability to operate is affected. Some aspects of the business can continue but it's a major problem. The issue is having a major detrimental impact on client productivity.
 - c. **"Medium Priority"**: A workaround is available but work efficiency is impacted.
 - d. **"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 Case 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. **"Critical"**: Commence resolving immediately.
 - b. **"High Priority"**: Research will begin within 4 hours by Momentum to solve the problem and the client will be alerted as to the expected completion time.
 - c. **"Medium Priority"**: Research will begin by Momentum within 1 working day and the client will be alerted as to the expected completion time.
 - d. **"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, or the issue is confirmed by Momentum to be a software defect it may be escalated and logged with the Software Vendor. Momentum retains primary responsibility for liaison with the client on progress of the resolution. Momentum and /or the Software Vendor will endeavour to provide a solution to the issue which may include one or more of the following: -
 - a. Providing a work-around to the issue to minimise disruption to the Customer.
 - b. Installation of a hotfix, patch or upgraded version of the software from the Software Vendor. The timing of delivery of any hotfix, patch or upgraded version of the software is at the discretion of the Software Vendor.
 - c. Updating or correcting data or system records that were affected by the issue;
 - d. Provision of training or instructions to the Customer on correct software use or how to avoid the issue in future.

- e. Liaison with Customer IT representatives to investigate 3rd party software or IT environment that is interacting with the software.
- 6. **Software Enhancement Requests.** Customers may request enhancements or improvements to the software. These are submitted to the Software Vendor and may be added to the Software Vendor's development roadmap at their discretion. Enhancements or improvements may also be developed by Momentum as Customisations or Add-Ons.
- 7. **Closing of Calls.** When Momentum provides 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 Support Plan and includes:

- (a) the [Master Terms and Conditions](#)
- (b) correctly executed Schedule 1: Support Plan Order Form

Term

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

Terms and Conditions

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 Support Plan, the provision in the Master Terms shall apply.

Changes

Momentum may at its discretion change the Support Plan Terms or Hourly Consulting Rate by providing 30 days written notice to the contact email address on Schedule 1: Support 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
	Support	Consultant	Developer		
20	220	230	240	4,400	<input type="checkbox"/>
40	210	220	230	8,400	<input type="checkbox"/>
60	190	200	210	11,400	<input type="checkbox"/>
80	180	190	200	14,400	<input type="checkbox"/>
100 +	170	180	190	17,000	<input type="checkbox"/>

+ *customers can choose to purchase > 100 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 (Brendale, Maroochydore).

Usage 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 Support Plan. These terms and conditions can be accessed at:-

[Master Terms and Conditions](#)

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: 98 606 033 210