



## Thank you for purchasing software from Logical Developments

### Information and charges for support and software change requests

**Warranty:** Warranty period is 30 days

A free of charge correction will be made: Where the software does not operate as advertised (eg in the development specification), and this is reported to LD within the warranty period.

**Updates:** Updates are available as automatic downloads

- Within the warranty period (30 days from installation)
- When a valid Support Agreement is in place (see: Support Agreements)

**Development and Support:**

- Standard hourly charge: \$220.00 Inc GST  
(For discounted rate see: Support Agreements)
- Other development or change requests for the software
  - Minor changes charged at hourly rate
  - Major changes are quoted
- On site support (minimum 1 hour charge)
- Phone/remote support (minimum 15 minute charge)

**Support Agreements - Pre-paid:**

- Agreements are perpetual until Cancelled
- Updates to software are available automatically
- Support hours may be applied to any possible support/development charges

**Agreement Options with Terms and Conditions:**

**A - Updates Only @ \$495.00 per annum**

**B - Updates and 10 Hours of Support Package @ \$1,760.00 per package**

- As pre-paid hours are consumed, a "Support Usage" invoice for \$0 will be issued, with details of how the hours were applied.
- When balance of hours falls below 2: the client will automatically, be charged for an additional package
- Unused hours will expire 12 months from the last 'charging' invoice

**Additional Users** (Omnis Studio License)

- |  |                                     |
|--|-------------------------------------|
| • Additional user license fee                        | \$484.00 per user                   |
| • Online Integration 10-user JsClient access license | \$2,486.00 per multiple of 10-users |
| • Mobile Access 10-connection license                | \$715.00 per connection package     |

**System Upgrade:** to a new version of Omnis Studio (Relevant if your current version is less than Studio 8)

Upgrade to a newer version of Omnis Studio

- |  |                                     |
|--|-------------------------------------|
| • User License (Runtime) Upgrade                             | \$264.00 per user                   |
| • Online Integration 10-user JsClient access license Upgrade | \$1,584.00 per multiple of 10-users |
| • Mobile Access 10-connection license                        | \$385.00 per connection package     |

**LD Software Annual Fee** includes Omnis Software automatic updates - add the Support Agreement of your choice

(Relevant if your current version of Omnis Studio is Studio 8 or above)

- |                          |         |
|--------------------------|---------|
| 1 to 19 users (per user) | \$88.00 |
| 20 plus users (per user) | \$66.00 |

*Total number of users = # of User Runtime Licenses + (Online packs x 10) + (Mobile packs x 10)*

**Web Hosting** (per annum) 176.00

**Annual Fees charged 1st February (mid-year start charged pro-rata)**

**All prices quoted are GST inclusive**