

# UniRes 11 Service and License Agreement

Arcbase Service and License Agreement Terms & Conditions (Rev. 01022010-2). Referred to as "SLA".

Arcbase Pty. Ltd. will be referred to as "Arcbase".

UniRes refers to UniRes 11 - Universal Reservations Software.

UniRes software support provides telephone and internet based support as well as access to new product features, updates, and software patches.

Arcbase is firmly committed to providing high quality, timely customer service. We have enhanced our software support plan providing you with product support that works the way you want it to. This support plan provides you with the support services that will maximize your investment.

UniRes 11 is never sold. It is a software "tool" licensed to you to record and retrieve data in a Licensed Company Data file in your Name or Trading as Business Name.

A License is required for each separate Company or Trading Company. Multi-User Licenses are Licenses on a "Per Seat" basis.

UniRes 11 comes standard with a 2 user (seat) license.

UniRes RIGHTS MANAGED LICENSE fees must be paid to Arcbase Pty. Ltd. before the due date to ensure continued full access to your company data files.

License Fees as Standard provide "How to..." support for users over the phone or via a direct internet connection using our software support utility program, downloadable from our WEB site ([www.arcbase.com.au/support](http://www.arcbase.com.au/support).)

A 16 digit activation or reactivation code will be forwarded to you electronically upon receipt of full payment for the years SLA fees as invoiced.

## Standard

### 1. General Policies:

Arcbase reserves the right to limit each telephone call to 10 minutes and to limit each contact (telephone or electronic) to one incident, which is defined as a single support issue or question.

1b. Arcbase may also limit or terminate support service to a customer who uses the service in an irregular, excessive, abusive or fraudulent manner.

1c. Terms, conditions, support features, procedures, pricing and support availability are subject to change at any time without notice.

1d. If multiple Company Files are licensed to you, the support times encompass all Licenses held as a whole.

1e. Internet Support is only available when internet is available either on your site installation of UniRes or at our offices. Internet Services are beyond our control if services outages occur. If the internet is not available, we can only provide phone support. No credits will be given to due internet outages.

### 2. Support Topic Limitations:

Inquiries are limited to the following Arcbase product areas: installation of Arcbase software...

2a. Upgrade assistance. (May be chargeable)

2b. Users "How to.. Questions and correspondence.

2c. All Non-UniRes related assistance will attract a fee.

2d. All support calls of a technical nature or liaison with third party Software or IT companies will be chargeable.

Basic usability and basic functionality, as described in Arcbase product documentation. Arcbase does not claim to resolve connectivity issues caused by third-party services, service providers, hardware or software, or networking problems. Arcbase phone support does not cover inquiries on general accounting or taxation issues, nor does it include application consulting or training. Our technical support consultants will make the determination of the nature of your query for these purposes.

### 3. Software Upgrades:

The Arcbase Complete Support Plan entitles subscribers to upgrades without charge if such upgrades become available during the term of your Service License Agreement. Arcbase does not warrant that there will be any upgrades to the Arcbase software.

4. Extended assistance may be required if you need help installing/reinstalling UniRes. Hourly Service Fees may apply to extended assistance.

5. Computers and Networks must be upgraded or downgraded to meet the operating requirements of UniRes Software.

6. Assistance, Changes to, or additions to existing reports will attract a fee. Please ask for a quote.

7. New reports that become available from time-to-time may be supplied free of charge if they become part of the UniRes Standard System.

8. Customised or New Reports created for you will remain Copyright by Arcbase Pty Ltd. and become subject to the terms of your License Agreement.

9. Your data files will become "Read Only" and the UniRes program may become limited in functionality if your Service License Due Date is passed. To reactivate your license after the due date, payment must be received at our bank. Reactivation can be done over the phone quoting your credit card details or by direct transfer.

UniRes is never sold. It is a software "tool" licensed to you to record and retrieve data in a Licensed Company Data file in your Name or Trading as Business Name.

Disclaimer of Warranties:

Arcbase Support Plan services are limited to Arcbase UniRes (Reservations) and UniCem (Cemetery Management) software products, regardless of other software or products that may be included with the Arcbase software, either at point of purchase or by other means, including from Arcbase, or software or products recommended by Arcbase for use in conjunction with Arcbase software, unless otherwise stated by Arcbase.

=====