

## Acctivate Software Maintenance & Support (SMS) Agreement

All operational assets in your business require preventive maintenance, routine service, and repair. This is also true of your business management software. Technology is constantly changing; new requirements are just over the horizon. Improved productivity is very important as you grow.

Software updates, technical corrections, and customer service are part of the total cost of ownership of your software system. All of these are provided by the SMS plan, as an ongoing commitment to our customers. The SMS plan guarantees access to each new version of the software on the day it is released, ensuring the maximum value of your investment.

### Annual Service

Software Maintenance & Support (SMS) is an annual service that **begins on the date you purchase** a license of Acctivate. The first year of SMS is included in the initial purchase price of the Acctivate license. Additional modules and user licenses purchased later are covered until the end of the SMS period in which they were purchased. The renewal fee for each subsequent year is **25% of the current retail price** of your system (at time of renewal). **SMS must remain current to obtain software updates and support.** A reinstatement fee may apply for expired SMS plans.

A renewal invoice will be sent before the anniversary date of your original purchase. **SMS is not required, but strongly recommended.** However, customers **receiving automatic software updates** from a cloud hosting provider must have an active SMS plan.

## Software Maintenance

SMS provides access to download and install the latest updates for the Acctivate software. These updates consist of enhancements, new features, technical corrections, and performance improvements. We continually improve the software and SMS allows you to take advantage of these improvements.

### How do I get these updates and releases?

All updates are downloaded from the Acctivate Help website. Users are notified of new updates and can install them at any time.

## Support

SMS provides an unlimited number of routine support requests at no additional charge. These requests can be submitted online or via phone call. The Acctivate support team is available for phone calls during normal business hours (9am-5pm Central time), excluding US holidays and weekends.

### Getting Support

Our support team works a queue of requests in a first-come, first-served basis. However, some urgent requests may be responded to sooner than others. Phone calls for lower priority incidents may be added to the queue and responded to later. Responses are archived and viewable on the Acctivate Help website (login required).

The Acctivate support team provides support via phone, e-mail and / or screen-sharing services (e.g., GoToAssist®).

### Supported Versions

Support may only be available for versions of Acctivate (e.g. v9.0) for 12 months from the date of initial release. If you are using an older version, you may be asked to download and install the current version if our team is unable to replicate or understand your problem in the current version.

### Supported Software

Support is only available for the Acctivate software. Support for other software, such as Intuit QuickBooks® or Microsoft Windows®, is not usually available from our team. However, we may provide support for Acctivate in regards to integrations with third-party software or services.

### What's not included?

SMS does not include business/operations consulting, web site development, network assistance, operating system support, special imports or corrections of data, or support for third-party software. Training or support for Crystal Reports® is not included, but our team can answer questions on the Acctivate database structure and contents.

Implementation services are not covered under the SMS plan, but may be included separately in your purchase of Acctivate.

### Billing for Support

Any support services that are not covered under the SMS plan may be available, upon approval. These services may be billed at either an hourly rate or a fixed price determined before any services are provided.

### Overdue Balances

Alterity reserves the right to withhold support for customers with overdue balances for any products, subscriptions, or services.