



Support Agreement

Extent

This agreement is a Support Agreement between the parties. JMA A/S will deliver services in accordance with the terms and conditions as specified below:

- Phone support on the upgraded versions of the Microsoft Dynamics NAV® solution and DSM solution (hereafter called the "Support").

This Agreement requires that

- The Customer has paid his contractual payments, including current payments

Product Support

JMA A/S will support the Customer during our office hours, which is between:

Monday – Thursday 8.00 - 16.00

Friday 8.00 – 14.00

SOFTWARE SUPPORT

The Service Agreement includes the right to receive telephone assistance for the clarification of issues related to the use and implementation of the Microsoft Dynamics NAV® standard software and Other Software as well as the use and implementation of communication programs that JMA A/S has recommended for the connection between the Customer and JMA A/S.

JMA A/S provides support for the current version of the DSM system and in some cases earlier versions of the DSM system provided that the Customer has a valid update agreement with JMA A/S.

The Customer agrees to make a broadband connection available to JMA A/S so that JMA A/S can take over the system at the Customer's end.

TECHNICAL SUPPORT

The Service Agreement also includes the option to receive assistance regarding software and hardware in general. Support demands that are beyond our Software Support might include:

- Printers / printer drivers
- Hardware problems in general
- Operating Systems (eg. Windows 7™ Windows 8™, Windows 10™, Windows Server 2008™, Windows Server 2012™, Unix) Office Suites (Microsoft Office)

The Customer agrees to pay for the time spent on support in case JMA A/S should not be able to solve the problem.

THE AGREEMENT DOES NOT INCLUDE

The agreement does not include the “education” of new staff.

The support function does not have enough allocated staff resources to conduct prolonged conversations with the training of new staff in the operation of the systems. In these cases the support staff is entitled to propose participation in special training lessons instead.

Support beyond normal working hours

On special occasions, a consultant on call can be provided outside normal business hours to current prices. The support time spent will be invoiced at a rate double the price as the normal hourly rate (Voucher can also be used). This service must be booked no later than the day before the call time desired.

Response time

JMA A/S aims to start incoming support cases within 30 minutes.

Log of support

JMA A/S has the right to log requests for support. These logs may also be used for follow-up on time spent on support as well as repair times. The Customer will have access to all information about his own support calls via a login to the JMA extranet.

Prioritizing support calls

Inquiries about support are normally prioritized according to the order of incoming inquiries. JMA A/S is entitled to prioritize the importance of these inquiries.

The Customer’s obligations

The Customer is obliged:

- To appoint and train a super user who is to be the contact person for JMA A/S.
- To ensure that users of the systems have undergone JMA A/S’s basic training in the systems and that the users have participated in courses held in connection with the release of new modules.
- Before any calls to the JMA A/S support to search the problem resolved by consulting the documentation, either in the online help or in the manuals available on the JMA extranet.
- To read the documentation that comes with the program updates.
- To report any bugs to JMA A/S immediately after the fault is detected and to forward relevant documentation such as printouts, print screens and the like.

Support rates

The Customer pays for the support consumption either by regular payments according to JMA A/S's current hourly rates or by purchasing vouchers with discount.

In case the Customer buys vouchers these are administered in a time bank representing 3, 6 or 10 hours of support every 3 months determined by the Customer.

When the time bank is empty, it will be renewed automatically. If the Customer does not choose to buy discount vouchers from the time bank, the support consumption will be invoiced at current prices.

The consumption of support is automatically deducted from the time bank. However, it must be noted that an hour of support is not only the actual support time but also the time spent on connectivity, research and analysis of data, etc.

Each request for support deducts a minimum of 15 minutes from the time bank. However, several short-term calls regarding the same problem will only deduct one minimum slot.

Program errors or development inquiries are not deducted from the time bank.

Tasks that are not covered by the agreement are invoiced separately to the applicable hourly rate according to the time spent.

The Customer can follow the consumption of support time at JMA A/S's extranet, where the Customer may login with user-id and password.

Adjustments to the agreed prices are in accordance with the changes in the wage index for the private sector. Adjustments will be made every 30th June on the basis of the annual increase in the index for the fourth quarter of the year of the correcting date.

The time bank is separated into Software Support and Technical Support as the various support functions are performed by the various skills at JMA A/S.

In addition, JMA A/S is entitled to regulate prices in case the Customers acquires new users or new modules.

Training

User training is provided by JMA A/S in accordance with the specifications in the product description. Any additional training due to the purchase of new modules and the like are invoiced separately.

Duration, renewal and termination

The agreement runs from the effective date as long as the Customer has a valid license to use the Software and as long as the Customer has a valid Upgrade Agreement with JMA A/S.

The right to receive Support is achieved by continuous payments by hourly rates or by purchasing support from our Time Bank as described above.