

Priority Support Service Agreement

BETWEEN ArgusConnect Pty Ltd (ArgusConnect), Greenhill Enterprise Centre, University Drive, Mt Helen Victoria 3350 ABN 63 107 558 387 AND GP, Specialist or Allied Health Clients who have paid for Priority Support.

This Agreement sets out arrangements and conditions for ArgusConnect to provide Priority Support Services to the Client for the Argus (Argus) software product. This Agreement comprises:

1. Priority Remote Technical Support

- 1.1 The Argus Technical Support team will provide problem resolution by phone and/or remote access, to rectify operational problems in the use of Argus at the Client's site(s).
- 1.2 Priority Support refers to troubleshooting problems specifically related to the Argus software product: i.e., its usage, commands, functions and performance. Where possible, ArgusConnect will resolve problems within its control arising from hardware or operating system faults, incompatible software, firewalls, network faults or misconfiguration. Best efforts will be made to diagnose problems out of the control of ArgusConnect but resolution may require third-party intervention and assistance at the Client's own cost.
- 1.3 Priority Support does not cover initial installation of the software.
- 1.4 Priority Support Clients also receive the following additional benefits:
 - unlimited number of reinstalls and configurations
 - automatic address book update
 - online software upgrade
- 1.5 The Technical Support service is available during normal business hours 9.00am-5.00pm Monday to Friday Eastern Standard Time. A limited emergency contact service is available from 7.00am to 9.00am and 5.00pm to 8.00pm Monday to Friday and 8.00am to 1.00pm on Saturday (not Sunday or Public Holidays). Issues not able to be resolved by the limited emergency contact service will be addressed during the following normal business hours escalated to first priority.
- 1.6 Priority Support is on a 12 monthly basis. It commences from the date when the Client first applies for Priority Support and remains current for 12 months thereafter. On each anniversary the Client must nominate whether to renew and pay for the next 12 months of Priority Support.

2. On Site Technical Support

- 2.1 When remote assistance is unable to resolve problems arising directly from the Argus product, at the request of the Client and by mutual agreement, ArgusConnect will nominate a Consultant to travel to the Client site to provide on site support. The following conditions apply:
 - 2.1.1 The Client will incur a minimum cost of one day's consultant rate at the standard daily rate for the time spent by the Consultant at the Client's site, as specified in the current pricing published on our website. Time spent in excess of one day will be incurred in half-day increments as specified in the current pricing published on our website.; and
 - 2.1.2 The Client will cover all travel to and from the client's site and accommodation costs as incurred for the provision of on site technical support.

3. Software Version Updates

- 3.1 Whilst this Support Agreement is current the Client is entitled to receive from ArgusConnect at no cost to the Client any new releases of the Argus software that is already licensed to the Client. These updates become part of the Program modules and are supplied under the original Program license terms and conditions.