

## iLaw Annual Support Contract

This contract is made between ..... and Anya Designs Ltd.  
The terms and conditions are:

1. Anya Designs Ltd will provide telephone support for iLaw Case Management Software on Monday to Friday of each week between the hours of 9 am and 5.30 pm for all matters arising directly from the installation and use of iLaw . These times do not include Bank Holidays except by arrangement. In consideration of this, ..... will pay Anya Designs Ltd the sum of £ 980.00 (plus VAT) for each nominated employee per module.

2. The support contract will last for one year and will start from the date payment is received by Anya Designs Ltd. If, however, the payment is not honoured, the support contract will be terminated forthwith.

3. Under this contract, Anya will provide support for:

- a. Installation of the iLaw software
- b. Basic functionality of the iLaw software
- c. Installation of upgrades to the iLaw software

In addition, the nominated user will have full access to the ANYA online knowledgebase and support forums.

4. The support contract does not cover :

- general queries about computers, networks and 3rd party software. Please note that we can only offer general support for network installations of iLaw relating to the principle issues and not the set-up of the network on which iLaw is to be installed.
- out of hours support, which must be pre-booked and paid for separately.
- site visits.
- any additional work required to customise iLaw or to provide solutions to problems that are not bugs in iLaw. This particularly includes issues arising from old or unhealthy computer environments that have not been kept up to date with recommended service releases and upgrades, problems which arise following the installation of other, unrelated, 3rd party software or problems

arising from a la of usable data backups. If the need for such work arises, a full cost will be quoted prior to carrying out the necessary work.

- standard updates to iLaw
- Training, which must be pre-booked and paid for separately

5. The support contract covers the following nominated employees of.....in the following modules.....The contract will expire.....

6. Withdrawal of support service under this contract: Anya Designs Ltd are not obliged to offer support to any other employee of ..... without extension of this contract. Furthermore, Anya Designs Ltd reserves the right to terminate the contract by written notice if the support service is abused in any way, or if the nominated user or any other member of the firm is rude or abusive to a member of the ANYA support team.

7. .... may terminate the support contract by giving 7 days written notice. A refund of the consideration is entirely at the discretion of Anya Designs Ltd.

**Declaration**

We have read and accept the terms of the support contract detailed above. We enclose a remittance in the sum of £ 980.00 (ex vat) for each module and per nominated person.

Signed : \_\_\_\_\_ on behalf of .....

Dated : \_\_\_\_\_