

Support Agreement

1. Introduction

1.1 Zerotouch Ltd ("Zerotouch") provides support services for a range of Internet Services; these include email, web sites, web applications, hosting, web migration, system administration, training, documentation and other related issues.

1.2 The primary focus of our support is to ensure availability of required Internet Services to our Clients.

2. Overview of Services

Zerotouch makes its best efforts to provide support in the following areas:

2.1 Email

Provision of email services and configuration of user and application access.

2.2 Web Sites

Enhancement of existing web sites and related web / Internet issues.

2.3 Web Applications

Providing assistance with and configuration to Zerotouch applications, including Content Management System, Job Centre, Property Manager, FAQ centre and Web Calendar.

2.4 Hosting

Modification to hosting configuration and services.

2.5 Web migration

Transfer of websites and application between servers.

2.6 System Administration

Covering maintenance issues.

2.7 Training

Training on Zerotouch applications and web / Internet related issues.

2.8 Documentation

Covering the supported services.

2.9 Other

Other support issues that may be required.

3. Access to Support

3.1 Zerotouch support may be accessed by sending an email to support@zerotouch.com.

3.2 Alternatively, the help desk may be contacted by telephone or as otherwise advised.

4. Payment

4.1 Zerotouch provides support on a prepaid basis.

4.2 This approach involves the purchase of blocks of support "Units" in advance at the prevailing rate, which are subsequently used to pay for support services. 1-day equates to 45-units.

4.3 Typically units are purchased based on estimated quarterly or annual usage but may be "topped up" at any time.

5. Monthly Report

5.1 Zerotouch will make available a monthly report of services used together with support Units remaining.

6. Service Charges

6.1 Services are charged against the available support Units.

6.2 Service is charged to the nearest 1 Unit (10 minutes).

6.3 Where a service is required outside Zerotouch normal working hours (9:00-17:30) a multiplier of 1.5x will be applied to the Units charged.

6.4 A multiplier of 1.5x is applicable for Saturday, Sunday and Public holiday working.

7. Travel

7.1 Travel time is charged against the Units at 50% of the normal rate.

7.2 Travel costs are separately invoiced at cost or organised by the client (e.g. hotel billed direct to client).

7.3 Standard Inland Revenue private mileage rates will be used to calculate road travel costs.

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