



# Software Support Agreement



**TABLE OF CONTENTS**

PARTIES: ..... 4

PREAMBLE: ..... 4

1. DEFINITIONS AND INTERPRETATION ..... 4

2. DURATION OF AGREEMENT ..... 6

3. SOFTWARE SUPPORT SERVICES ..... 6

4. CHARGES AND PAYMENT ..... 7

5. RESPONSIBILITIES OF THE PARTIES ..... 8

6. WARRANTY ..... 8

7. INTELLECTUAL PROPERTY RIGHTS ..... 9

8. TERMINATION ..... 9

9. INDEMNITY FOR INJURIES OR DEATH ..... 10

11. NO WARRANTIES EXCEPT THOSE REQUIRED BY LAW ..... 11

12. NOTICES ..... 11

13. ASSIGNMENT ..... 12

14. WAIVER ..... 12

15. UNENFORCEABILITY ..... 12

16. ENTIRE AGREEMENT ..... 13

17. AMENDMENT ..... 13

18. FORCE MAJEURE ..... 13

19. NO MERGER ..... 13

20. NO AGENCY OR PARTNERSHIP ..... 13

21. FURTHER ASSURANCES ..... 13

22. COUNTERPARTS ..... 14

23. GOVERNING LAW ..... 14

24. CONFIDENTIALITY ..... 14

25. SPECIAL CONDITIONS ..... 14

EXECUTED AS AN AGREEMENT ..... 15

SCHEDULE.....	16
ANNEXURE A.....	18
ANNEXURE B.....	20

## SOFTWARE SUPPORT AGREEMENT

**THIS AGREEMENT** is made on the date specified in the Schedule

### **PARTIES:**

1. The party identified in the Schedule and hereinafter referred to as **“the Supplier”**
2. The party identified in the Schedule and hereinafter referred to as **“the Customer”**

### **PREAMBLE:**

- A. The Customer has obtained a license to use the Software identified in the Schedule.
- B. The Supplier provides Support Services for the Software and has agreed to supply such services to the Customer on the terms and conditions of this Agreement.

### **IT IS AGREED AS FOLLOWS:**

#### **1. DEFINITIONS AND INTERPRETATION**

- 1.1 In this Agreement the following definitions apply unless the context otherwise requires:

**“Agreement”** includes the preamble and the schedules and any annexure to this document and any matter incorporated by cross-reference.

**“Commencement Date”** means the date specified as such in the Schedule for commencement of the Support Services.

**“Initial Term”** means the initial period during which Support Services are to be provided, commencing on the Commencement Date.

**“Software”** means the software specified in the Schedule.

**“Support Hours”** means the hours during which the Support Services are to be made available as specified in the Schedule.