

# Service Provider Agreement (Software Support)

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## SERVICE PROVIDER AGREEMENT (SOFTWARE SUPPORT)

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

### **PREAMBLE:**

- A. The Service Provider has expertise in providing software support services for the Software identified in this Agreement.
- B. The Supplier requires such software support services to be provided for the benefit of customers of the Supplier.
- C. The Service Provider has agreed to provide such software support services for the benefit of the customers of the Supplier 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.

“**Confidential Information**” means information that is by its nature confidential or is designated by a party as confidential and includes information:

- (a) comprised in or relating to any Intellectual Property Rights of a party; or
- (b) relating to the financial position of a party or to any matter that does or may affect the financial position or reputation of a party; or