${Organization.Organization Name}
${Organization.Street},
${Organization.City}, ${Organization.Postal
Code}, ${Organization.Province}
${Organization.Country}
Email: crm@wadiso.com

SMA Agreement Number

${Archived Invoices.Archived Invoice Number}

SOFTWARE MAINTENANCE AND SUPPORT AGREEMENT

GLS CONSULTING (PTY) LTD

The GLS software Maintenance Agreement (SMA) allows users of the respective authority or organisation (Licensee) assurance as to maintenance and support of their GLS software package as well as the respective infrastructure sub-systems purchased.

The licensee agrees to enter into a software maintenance and support agreement with **GLS Consulting (Pty) Ltd** at the terms and conditions set out below:

1. **GLS Consulting (Pty) Ltd** agrees to provide telephonic and email support to the licensee during the hours 08:00 to 17:00 SAST, Mondays through Fridays, excluding public holidays. Support will include the following:

1.1 Resolution of problems / faults in the licensed software.
1.2 New releases of the licensed software at no extra charge as and when they become available.
1.3 On-going information on updates regarding new developments in the software.

2. In the event of the licensee requiring on-site support from **GLS Consulting (Pty) Ltd** the cost of travel (at prevailing AA rates, or airfare plus car hire and full hotel accommodation) will be for the account of the licensee. In addition to this, the ruling **GLS Consulting (Pty) Ltd** hourly rate for support will be charged.

3 . The licensee agrees to appoint 1 (one) member of his staff at each installed site as a liaison officer with **GLS Consulting (Pty) Ltd**. The appointed staff member will be the sole person to forward enquiries regarding the licensed software to **GLS Consulting (Pty) Ltd**.

4. Discount of 20% on the list price will be offered when purchasing additional perpetual (i.e. non-term) licenses, if the SMA is fully paid up.

5 . The licensee agrees to have staff properly trained in the effective use of the GLS software and the operating system under which the licensed software is used. Failure to do so will result in the ruling hourly rate being charged.

6. This agreement will remain in force for an initial period of 1 (one) year from **SMA start date** below. Thereafter the agreement will be renewed automatically, unless prior written notice of cancellation is submitted by the licensee at least 35 (thirty-five) days before the annual **SMA expiry date** below.

7. The SMA is calculated every year at 20% of the current full list price of the software licensed at the SMA renewal date. The list price increases annually on 1 April with a maximum of the latest available SA CPI plus 2%. The SMA at date of signing is outlined below.

Software Product Details	Quantity
${Archived Invoices.Product Name} ${Archived Invoices.Product Description}	${Archived Invoices.Qty}

Total annual SMA cost at date of SMA Agreement (inc 15% SA VAT) ${Archived Invoices.Grand Total}

Agreed to by Licensee:

${Archived Invoices.Account Name}
${Archived Invoices.Billing Street}
${Archived Invoices.Billing City}
${Archived Invoices.Billing Code} ${Archived Invoices.Billing Province}
${Archived Invoices.Billing Country}

Additional terms and conditions (if any): ${Archived Invoices.Terms and Conditions }

SMA start date: ${Archived Invoices.SMA Included Start}
SMA expires every year, end of: ${Archived Invoices.SMA Expiry Month}

Signed on behalf of Licensee: _____

Position: _____

Date: _____

Client Liaison Officers: _____

Generated on behalf of GLS by: ${Archived Invoices.Archived Invoice Owner}

Generation date/time: ${Archived Invoices.Modified Time}

Signed on behalf of GLS by Dr AN Sinske, CTO