

## Fees and Charges

Effective 1<sup>st</sup> October 2020

This document outlines the fees and charges for use of the MelioTech Membership Management System.

### 1. Perpetual Licence – USD 2,500.00

- 1.1. A perpetual licence key will be provided once payment has been received.
- 1.2. Includes three Client Access Licences (CAL). See 2 below.
- 1.3. Email support, maintenance and enhancements are included for two years following the date of purchase.  
See point 3 below.
- 1.4. After two years following the date of purchase:
  - 1.4.1. Limited email support will be provided.
  - 1.4.2. A support, maintenance and enhancements agreement may be entered into.

### 2. CAL – Client Access Licence

- 1.1. A CAL is the number of users who can access the application at any one time.
- 1.2. There is no limit to the number of installations of the application on user PCs.
- 1.3. Additional CAL's may be purchased at any time for a once only fee of USD 250.00 each.

### 3. Annual Support, maintenance and enhancements

- 3.1. Includes:
  - 3.1.1. Free email support.
  - 3.1.2. Bug fixes.
  - 3.1.3. System enhancements.
- 3.2. Telephone or remote access support
  - 3.2.1. A total of two hours of free support per annum.
  - 3.2.2. A quote for additional support will be provide upon request.

### 4. Trial (up to 50 people) Annual Support, maintenance and enhancements

- 4.1. Free email support during first 3 months. Thereafter limited email support.
- 4.2. A total of half an hour free telephone or remote access support during the first 3 months.
  - 4.2.1. A quote for additional support will be provide upon request.
- 4.3. Bug fixes.
- 4.4. System enhancements.

### 5. Training

- 5.1. Contact us for a quote.

### 6. System customisation

- 6.1. Contact us for a quote.

### 7. Data Transfer

- 7.1. We can assist with the transfer of data to Meliotech. Please contact us for more information and a quote.