

JAM Software Pty Limited

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JAM Software Maintenance Plan Comparison

Benefits	Full Subscription	Upgrade Maintenance	No Maintenance
M.E.D. Software Upgrades	Annual major upgrade via CD and periodical update via Internet	Annual major upgrade via CD and periodical update via Internet	No software upgrade
Technical Support (telephone and modem)	Free (local call cost only - priority 1300 number)	\$33 / first 15 minutes + \$23.65 / subsequent 10-minute block	\$33 / first 15 minutes + \$23.65 / subsequent 10-minute block
On-Site Service (per hour rate)	\$99.00	\$132.00	\$165.00
Data Conversion (in-house, per hour)	\$66.00	\$110.00	\$165.00
Entry to M.E.D. User Meeting / Conference	2 free attendances	1 free attendance + \$55 per extra person	\$110 per person deductible from re-subscription price [^]
M.E.D. Training Session	\$99 / person	\$220 / person	\$265 / person
Beta Testing	Access to beta testing of M.E.D. Software new releases	Not available	Not available
Freebies	M.E.D. Scriptor (valued at \$550) and Smart Alarms (valued at \$75.90)	Not available	Not available
Maintenance Cost	2x Upgrade Maintenance	50% of Full Maintenance	Nil

Notes:

- ▶ All prices include 10% GST.
- ▶ **Software upgrades** are now available via *Internet download* for faster and more efficient access. Users without Internet connection can still obtain the upgrade on CD. Please refer to the *Download Guide* for information on how to download the updates.
- ▶ **Technical support** (telephone and modem, *excluding on-site service*) is available through *1300 number* only for full subscribers located outside Sydney. Sydney callers still benefit from local call cost through *priority number 02 9799 1017*. The 1300 number is *not available* to upgrade and non-subscribers.
- ▶ **On-site support** is *not included* as part of support maintenance for any of the subscriptions. It is an exclusive service, provided only upon request and/or approval from users. Support from local JAM representatives will also be charged separately at JAM's standard rate.
- ▶ **M.E.D. User Meeting** is an event held usually annually / bi-annually in conjunction with the *M.E.D. Training Session*. The event is usually held in major cities across Australia. The purpose of this meeting is to provide a forum for users to give feedback and suggestions to JAM on how we can improve the level of product and service quality. It is also a forum for JAM to announce breaking news on our latest developments.

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[^] Subscription rates are based on the number of modules in use and size of user network calculated annually but also payable quarterly by credit card or direct debit.