MODULE ORDER FORM
MODULE 5 – SOFTWARE SUPPORT SERVICES

Box 1 Designated Equipment

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.1)	
Specify the hardware platform/operating system combination upon which the Supported Software is installed. [Note: Specify the type and version number of the operating system and capacity/model of the Hardware.]	The hardware as detailed in the Copy of Transport - Hardware and Software Final Round (Master) v12.6 0-24 month_ discount bundle _BOM Proposal v2.0 attached as Annexure A is compatible and interoperable with customer's hardware

Box 2 Developed Software- Not used

Box 3 Installed on Contractor Equipment- Not Used

Box 4 Prices of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.13)	
Specify the fees payable for supplying the Software Support Services, and when they are due. [E.g. This may be on a monthly, quarterly or yearly basis or any other term that is agreed by parties.]	Nil

Box 5 Period of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Support Period (clause 2.2)	
Specify the Contract Period during which the Software Support Services will be provided. If this Box is not completed and the Contract Period is not specified on the General Order Form, the Software	5 years from AAD of installation of the Software

Support Services will be deemed to start on the AAD of the relevant Supported Software, and continue until terminated by either Party giving the other 30 days Notice in Writing.	

Box 6 Extension of Contract Notification

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Support Period (clause 2.3)	
Specify (a) the number of days written notice prior to the end of each current Contract Period that the Contractor must give of the Price; (b) payment arrangements; (c) whether the Contract Period will be extended under this Customer Contract, or whether a new Customer Contract will be entered into, after the end of the current Contract Period. If no period is specified in this Box, the period is 30 days.	30 Days

Box 7 Details of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Scope (clause 3.1)	

Specify the details of Software Support Services, including:
 	
(a)   the Contract Period [Note: the default period is 12 months from AAD];
 	
(b)   the Supported Software that is to be the subject of the Software Support Services, being:
 	
(i)   Licensed Software;
 	
(ii)   details of any Developed Software;
 	
(c)   whether the Licensed Software is a First Release, or whether the First Release of New
	a) 5 years from AAD of installation of the Software
	
	b) i) As detailed in Annexure A
	     ii) Not applicable
	
	c) Licensed Software or any New Release will not be a First Release
	
	d) In accordance with IBM SupportLine Servicepac Ts and Cs attached as Annexure C:
	     i) In accordance with AnnexureC

Release of any Licensed Software will be provided as part of the Software Support Services;

(d)   the details relating to any of the following Services that the Contractor is to provide:

(i)   Help Desk Services, including the hours of operation;

(ii)   whether the Customer is entitled to receive Updates and/or New Releases if and when they become available from the Contractor during the Contract Period, for:

(A)   the Licensed Software:

(B)   any Developed Software;

(iii)   any ancillary services;

(e)   any applicable Service Levels;

(f)   the particulars of any access to the Site and the Supported Software, including VPN access to the Supported Software required by the Contractor to effectively perform the Software Support Services;

(g)   The Price and any expenses or other charges that apply for each Service.

[Note: Each of the items above should be fully detailed in this Box.

The version numbers of each item of Support Software should be included.

If the Software Support Services are described in another document, such as the Contractor's Software Support polices, this document should be cross-referenced in this Box.]

ii)   With an active support contract, the Customer is entitled to receive Updates and or New releases for Licensed software.

iii)   Not applicable

e)   Not Applicable
f)   **[Omitted]**

a)   Nil

Box 8 Period of Support for each Release – Not used

Box 9 Transition out Services – Not used

Box 10 Business Models of the Reseller

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Reseller Provision of Software Support Services (clause 4.1)	
Are any of the Deliverables being provided by the Contractor in the capacity as a Reseller? If yes: (a) specify if the Software Support Services are supplied by the Contractor who is acting as Reseller as Facilitator. [Note: Reseller as Facilitator means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(a).] **OR**	No
(b) specify if the Software Support Services are supplied by the Contractor who is acting as Reseller with Pass Through Warranties. [Note: Reseller with Pass Through Warranties means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(b).]	

Box 11 Value Add Services – Not used

Box 12 Ancillary Services- Not used