

AccuFund, Inc. Maintenance & Enhancements

Paying for AccuFund, Inc. (AccuFund) maintenance & enhancements (M&E) allows the client to update their AccuFund program for the term as specified in the invoice provided. AccuFund releases updates periodically to correct deficiencies in the software and to provide additional functionality to the software. Updates are available for download at our ftp site <ftp://accufundftp.com>.

AccuFund, Inc. Support, Maintenance & Enhancements

Paying for AccuFund, Inc. (AccuFund) support, maintenance & enhancements (SM&E) allows the client to update their AccuFund program for the term as specified in the invoice provided, and in addition provides software support for the AccuFund program. Support is:

- Available Monday through Friday 9:00 a.m. to 7:00 p.m. EST (adjust one hour for daylight savings time).
- Support includes answering questions about the functioning of the software and assisting clients when an error occurs. Support staff will attempt to assist clients in restoring their system to functional mode or offering a work around to a known or discovered problem.
- Support analysts may ask that a copy of the data be zipped up and transmitted to AccuFund for correction or analysis.
- Support includes remote connection to your system, if available, to diagnose problems and assist with recovery. This is based on the discretion of the support analyst and availability of remote connection capabilities of the client.
- Support does not include training. Training may be obtained through AccuFund Professional Services or your Reseller.
- Support does not include installation of updates.
- Paying for SM&E does not guarantee uninterrupted use of the program or that clients will not have to reinstall the software from a backup.

Client Responsibilities

It is the client's responsibility to read the directions included with all updates and to determine if the update is desired. It is the client's responsibility to follow all installation instructions and to verify they have a current usable backup of their data prior to beginning any software update. It is recommended to always have a backup of the current version of the software being used. AccuFund is not responsible for data lost because of installing an update.

Warranty Disclaimer

This support and software are distributed "as is" without warranty of any kind except as specifically stated in the software license agreement and in no event shall AccuFund, Inc. or any persons associated with AccuFund, Inc. be liable or responsible for any

problems to the hardware, software, loss of data, or any consequential losses that may arise from the use of this AccuFund, Inc. program.