

primus

software | consulting | infrastructure

“Website Design & Development”

‘Maintenance Agreement

Presented To

Karak Chamber of Commerce

Submitted on: January 6, 2010

Version: 1.0

Table of Contents

1. MAINTENANCE AGREEMENT	3
2. DESCRIPTION	4

1. Maintenance Agreement

Parties: This Agreement is between **Karak Chamber of Commerce** hereafter referred to as the “First Party” and PRIMUS – a division of Computer Networking Services (CNS), hereafter referred to as the “Second Party”.

Service: **One Year Free Maintenance for the Southern Chambers of Commerce Membership Management System**, as detailed in the attached Agreement Description.

Terms:

- The one year maintenance period commences upon the date the **Karak Chamber of Commerce** signs this contract.
- This maintenance agreement is valid only for the first year after signing this contract. Maintenance for the second year shall cost JD 2,670/yearly.
- New Changes requested by the client beyond the scope will be quoted upon requirements gathering.

This Maintenance Agreement and its attachments represent the entire agreement between the First party and Second party. Any amendment or modification only becomes valid upon the signature of both parties. Jordanian law takes precedence over any terms of this Maintenance Agreement.

In witness whereof, the parties sign their approval of all the terms and conditions of this contract:

Mr. Amer Nasereddin

Vice President / Chief Marketing Officer

(First Party) Southern Chambers of Commerce (Second Party) CNS – PRIMUS

January 6, 2010

2. Description

Primus guarantees the quality of work of the product against any programming defects or bugs, or deployment issues. Any defects, bugs or issues detected by the client will be promptly corrected by Primus for no additional cost. This agreement does not cover features that are not part of the product; any new needed features will be discussed separately and shall require an extra cost.

This agreement includes maintenance to:

Membership

- Membership Management:
 - Any bugs in adding new member.
 - Any bugs in viewing and updating branches and branches data
 - Any bugs in View and update agencies and agencies data
 - Any bugs in viewing and updating board of directors
 - Any bugs in viewing and updating partners
 - Any bugs in view and updating professions
 - Any bugs in view and updating building owner
 - Any bugs in viewing the services that requested given to member
 - Any bugs in view all historical actions for each member
 - Any bugs in viewing and update the signature for each owners and partners
 - Any bugs in viewing the archives document
 - Any bugs in viewing the pending modification for each member
 - Any bugs in viewing the Guarantees
 - Any bugs in viewing the real estate ownership
- Any bugs in membership Renewal
- Any bugs in the Search based on all available fields
- Any bugs in managing Member's Capital
- Any bugs in membership cards for members and non-members
- Any bugs in displaying membership services

Certificate of Origin

- Any bugs in Certificate of Origin Management
- Any bugs in Copy Certificate of Origin

Guarantees

- Any bugs in Guarantees Management (Add, Edit, Delete)
- Any bugs in Historical file

Certified Documents

- Any bugs in Copy of Origin Certificate
- Any bugs in Signature confirmation
- Any bugs in Recommendation Letter
- Any bugs in Recommendation Certificate

Accounting

- Any bugs in Receiving the payments
- Any bugs in Printing invoices
- Any bugs in Printing certificate of origin
- Any bugs in Printing member ship certifies
- Any bugs in Modifying services

Reports

The system provides a wide range of reports and statistics. Any bugs in the current reports will be included in the maintenance contract.

This agreement does not include maintenance to:

- Any new services, features or screens that are not within the original scope.
- Any Hardware problem in the desktops. All the computers are under warranty and they shall be shipped directly to STS or the Reseller from where they were procured.
- Any issues related to the Operating System (OS) are not included in this maintenance agreement, Any OS problem shall be solved through the chambers and Primus has no responsibility to provide any maintenance operations.
- Any network or infrastructure problems. Issues related to connectivity or networking is out of the scope of this agreement.
- Any required service that is considered to be out of the scope of this agreement shall be considered as an additional/extra cost.