

# Cashmanager ONLINE Support Terms

These Support Terms apply to the Cashmanager RURAL ONLINE and Cashmanager CRT ONLINE services (called the “**Online Services**”), and form part of the Terms of Use that you agreed to as part of your registration for the ONLINE Services and installation of the Online application.

You are entitled to receive the services set out in these Support Terms (“**Support Services**”) only if the database you wish to access has a current monthly subscription for the Online Services and you are listed as a Registered User of that database.

## 1. **Help desk service**

CRS Software will provide a help desk that you can ring or email to get general assistance with the routine use of the Online Service and for reporting problems with the Application. The help desk is available during these hours:

Monday to Friday: 8:30am – 7:00pm

(New Zealand time, but not on New Zealand public holidays.)

## 2. **Problem resolution service**

CRS Software will use its reasonable endeavours to resolve problems with the current version of the Online services that have been reported to the help desk and that prevent use of the ONLINE services substantially in accordance with the then current user manual released by CRS Software. The time that will be spent assisting you is at CRS Software’s discretion. CRS Software reserves the right to resolve a problem in any future Release (which, under the Terms of Use, means a new version, release, update, bug fix or modification to the ONLINE Services Application that we supply or make available to you).

## 3. **Conditions**

The Support Services are made available to you only if you are:

- (a) registered with CRS Software as a user of the Online Service and the monthly subscription for the services is current;
- (b) using a PC that is running Windows XP, or Windows Vista; and
- (c) using an internet connection with an upload speed of over 256 kilobytes per second & download speed of over 128 kilobytes per second

## 4. **Advice**

CRS Software is not in the business of giving tax, accounting, or farm management advice. In the event that CRS Software provides such advice, you should not rely on it and CRS Software accepts no liability if you do.

## 5. **Your assistance**

You must provide all of the access, facilities, information, cooperation and assistance that CRS Software may reasonably require to fulfil its obligations under the Agreement, including these Support Terms.

## 6. **No obligation to provide Support Services**

CRS Software is not obliged to provide you with Support Services if the problem you are experiencing is caused by damage, alteration or modification to the CRS Application (unless done by CRS Software), loss of your software programs or loss of data, any other person’s software (including Third Party Applications), product or services, or your negligence, misuse, or failure to comply with the Terms of Use, including these Support Terms.

## 7. **Additional charge**

CRS Software is entitled to charge an additional fee, at its then standard rates, for any services it provides to you that it is not required to provide under these Support Terms. For the avoidance of doubt, this section does not oblige CRS Software to provide any such services. All additional fees must be paid within 30 days of the date of the relevant invoice from CRS Software.

## 8. **Changes to these Support Terms**

From time to time we may make changes to these Support Terms pursuant to section 12 of the Terms of Use.