

GANSKE ENKELT AGREEMENT

Supplier: Ganske Enkelt AS
CRM solution: **SuperOffice CRM**

User support

The customer's users and their IT supplier are comprised by this agreement and can contact GEAS for user- and technical support. Communication either by phone or e-mail (support@enkelt.no).

GEAS reserves the right to recommend courses or consulting services if support takes the form of general education or consultancy.

The agreement does not include the execution of consultancy work. If this happens then the Customer will be made aware of this and will later be billed for time spent.

E-learning

All users have free access to our e-courses that are available 24 hours a day on www.learnsuperoffice.com/six. Courses are made available directly from the customer's SuperOffice solution.

Annual meeting

GEAS will conduct annual status meeting with the customer. This is included in the agreement. The purpose is to evaluate the use and utilization and uncover new opportunities in CRM.

Prices

The price of the agreement is regulated by the number of SuperOffice users and the complexity (eg. Integration with ERP, 3rd party modules, etc.). Current pricelist from GEAS or signed purchase agreement regulates the price of the contract for each customer.

Regulation of prices can occur and must be notified at least 14 days before the deadline for termination of this Agreement. Price regulation may occur through regulation of the always current pricelist from GEAS or through a direct contract with the Customer.

Period of agreement

The agreement runs from 1.1 to 31.12 and is renewed automatically every year unless written notice from either party is not made before the deadline.

General prices

Through this agreement, the customer a discounted price both per hour and on courses. Prices are regulated in the always current pricelist from GEAS.

Response time

There are no requirements or obligations in relation to the response time per request relating to this agreement. The provider will prioritize requests in relation to the inquiry severity of the Customer. Requests where access to the CRM solution is not working will be given priority.

Invoicing

GEAS will charge the customer in January for the current year. Number of users who are registered with SuperOffice Norway at 31.12 the previous year is the basis of the rate in accordance with current rates from GEAS.

When buying a new CRM solution, or enlargement of the number of users in the middle of the calendar year, the customer will be billed the remaining months until 31.12 the present year. Then the customer follow the calendar year and normal period of division as above.

Term of notice

The agreement may be terminated by either party with one (1) month's notice before the period end. Upon termination in the middle of a period, the customer will have the full rights for the entire period that has already been paid for.

We accept the agreement:

City

Customer signature

Drammen, 26. November 2009



Ganske Enkelt AS
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Daglig leder

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