

TS-1020: Standard Terms & Conditions

Comm One LLC - Technical Support Documentation

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The information in this article applies to:
All Comm One Software

PRICING

All Pricing is good for 60 days from the date of the proposal.

CUSTOM PROGRAMMING

Custom programming is not included with Technical Support, but is available for at an hourly rate. Programming is subject to the terms of Comm One's Software License Agreement.

FREE 12 MONTHS OF REMOTE PHONE SUPPORT

Twelve Months of free phone support is included with every system.

ANNUAL MAINTENANCE AGREEMENT

After the 90-days of free support has expired, additional support is available with the purchase of an Annual Maintenance Contract, or on a pay as you go basis. Sites not covered under contract will be charged the standard hourly rate. Fees for support not covered under an Annual Maintenance Agreement are due at time of service. Toll charges are not included in support fees and will be billed in addition to support charges.

MINIMUM HARDWARE REQUIREMENTS

LITE, JR & PRO VERSIONS

Windows PC running Windows 7, Windows XP, Windows 2003 or Windows 2008
1GB of Ram or More
10GB Disk Space for Programs and Work Space
10MB to 14MB Disk Space per 100,000 Call Records.
At least 50 GB Free Disk Space

Telephone system with a working SMDR/CDR Port (Serial or IP)
Caller ID or ANI on Phone Lines (Optional)
Caller ID or ANI Enabled Phone System (Optional)
Internet Connection for Remote Support using LogMeIn, ShowMyPC, or GoToMyPC

HOTEL/MOTEL VERSION

Windows PC running Windows XP
1GB of Ram or More
10GB Disk Space for Programs and Work Space
10MB to 14MB Disk Space per 100,000 Call Records.
At least 50 GB Free Disk Space

Telephone system with a working SMDR/CDR Port (Serial)
Posting to PMS requires an additional Serial Port or PMS Records can be saved to a file. Internet Connection for Remote Support using LogMeIn, ShowMyPC, or GoToMyPC

PAYMENT TERMS

Fees for travel, installation and memory buffer boxes are due prior to installation. All other hardware is delivered C.O.D. Software is normally billed at Net 30 days subject to credit approval. Fees for support are due at time of service. All fees for customized programming are due prior to installation. Customer agrees to pay any and all reasonable collection and or court fees associated with collecting amounts due on this sale. Any applicable sales or other taxes are the responsibility of the customer. Hardware and software returns are subject to a 20% restocking fee.

LICENSE AGREEMENT

All work done under this agreement is subject to the Comm One Software License Agreement. The terms and conditions of the license agreement supersede any other terms or conditions related to this proposal.

FEES, PERMITS, TAXES, LICENSE AGREEMENT

Normally there are no local, county, state or federal fees, permits, or taxes required to do a

software installation of this type. If any fees, permits, or taxes are required on this project, the end-user, not Comm One, will be responsible for any additional costs associated with any such fees, permits, or taxes. This contract does not cover such fees, permits, & taxes and they will be billed in addition to this contract

PROJECT DELAYS

If you decide to supply your own hardware rather than purchasing hardware from Comm One, Comm One will not be responsible for ANY delays caused due to hardware configuration, software and hardware compatibility, or re-configuring hardware. If delays due to hardware cause additional travel or labor expenses, this contract does not include such costs and they will be billed in addition to this contract.

See Also:

[TS-1018: Terms & Conditions of Comm One's Annual Support Agreement](#)

[TS-1019: Software License Agreement](#)

[TS-1020: Standard Terms & Conditions](#)

Comm One LLC Technical Support

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