

PERFECT BOOKS – SUPPORT SERVICE

The annual support contract covers:

- A. Advice and Support on Matters relating to Perfect Software Products
- B. No Fault Data Recovery
- C. Revision service for Rules and Rate changes
- D. Free Upgrade Service

A. Advice and Support

Advice and Support covers the Perfect Books system and general bookkeeping operation. We are always pleased to give advice to our clients on any aspect of the operation of your legal accounts computer system. Whether you require guidance on how to operate the VAT routine, post Swear Fees to petty cash or start up Windows, our support service can help. Even help with system start-up, Bank Reconciliation and End-of-year problems is usually free (see exception 1, below).

We offer a full telephone support service, 5 days a week – 9.00am to 5.00pm and can answer most telephone problems within an hour. Larger problems may need more information but, even so, will usually get a response despatched within three working days of receipt of the full details.

B. No Fault Data Recovery

Your data is valuable. Even with regular back-ups, there is always the chance that data may become corrupted, lost or just plain misposted. Under the support contract, we will endeavour to recover it and tidy it up. We will not charge in most cases (see exception 1, below) – whether 'finger trouble' (such as switching the machine off in the middle of postings) or hardware or software failure – even if the problem is caused by other software. We always try to advise you how to prevent a recurrence.

C. Revision Service for Rules and Rate changes

When the rules or rates change, we will circulate an update within around 6 weeks of us being notified. This will be free to all firms on Annual Support and will cover:

- Changes to Legal Aid Rates (as published in The Gazette)
- Changes to Law Society solicitors' accounts rules

D. Free System Upgrade Service

Like all good software, Perfect Books is under continual review. The support service gives you notice of all the latest improvements and features. The upgrade will be made available free-of-charge, without change to your existing data, and will contain all software and documentation – including any new manual updates and/or guidance notes, to all Firms on Annual Support.

E. Exceptions

Exception 1 - Larger Accounting problems. Our Support Service includes help with system start up, bank reconciliation and year-end. However, we are not accountants. In cases where the problems are too complex for us to handle in our normal course of work, we will notify you of this. If you wish - and our schedule permits - we can sometimes offer to do the work on a chargeable basis

Exception 2 - Wilfully damaged hard drives – Several firms have allowed engineers to upgrade their computers, or to wipe out their hard drives, before checking with us that their security is in good order. Our recovery service is therefore conditional on us being informed at least 4 working days before you change a machine or upgrade the operating system (eg: to windows XP), or allow any relevant hard drive to be deleted or formatted or "cleaned" (eg: to remove a virus). We reserve the right to charge for any assistance needed to recover data in the event that we are not so informed.