



Code	Item	Price AU\$ (ex GST)	
SGMA	12 month SPACE GASS maintenance subscription	Quantity (\$480 per licence):	
SGMA	Additional 5 % discount if payment is received before contract period ends		5 % discount <input type="checkbox"/>
SGMA	5 % discount (if renewing 5-9 licences)		5 % discount <input type="checkbox"/>
SGMA	10 % discount (if renewing 10-14 licences)		10 % discount <input type="checkbox"/>
SGMA	15 % discount (if renewing 15-24 licences)		15 % discount <input type="checkbox"/>
SGMA	20 % discount (if renewing 25-49 licences)		20 % discount <input type="checkbox"/>
SGMA	25 % discount (if renewing 50+ licences)		25 % discount <input type="checkbox"/>
<p><i>Note that an extra fee applies if you have SPACE GASS 9 or earlier. Contact us at admin@spacegass.com for details.</i></p>		Subtotal (Quantity x \$480.00)	\$
		less Discount (from above)	\$
		plus GST (if applicable)	\$
		Total	\$

Maintenance Terms and Conditions

ITS will provide the customer with all patches and upgrades of SPACE GASS and its optional modules licensed to the customer that become available during the term of the subscription. These provisions do not include increasing the number of licensed copies of SPACE GASS or its optional modules nor do they include licensing the customer for any new optional modules released for the first time during the period of the maintenance subscription.

ITS will notify the customer by email or via an automated message from within SPACE GASS whenever a new patch or upgrade becomes available. Delivery of the patch or upgrade will be via a download link contained in the notification message.

A maintenance subscription for a network version of SPACE GASS must include all the licences attached to the network lock. Furthermore, any new licences purchased for that lock during the period of the maintenance subscription must be added to the subscription and the appropriate pro-rata maintenance fee paid.

Maintenance renewals always start from the expiry date of the previous subscription regardless of when the renewal payment is made.

ITS will provide email, fax and telephone support on a business day basis during the hours from 9:00am until 5:00pm Australian Eastern Standard Time. Such support shall include the diagnosis and resolution of installation or operational problems that prevent SPACE GASS from running or result in performance that is below the published capabilities of SPACE GASS.

ITS will also provide advice on modelling issues related to optimization and how to identify and resolve ill-conditioning, instability and convergence problems, however this will be of an advisory nature only without any guarantee of a resolution.

ITS will not provide advice on structural engineering design, but may, at its sole discretion, suggest ways of modelling common engineering problems in SPACE GASS. ITS will not be held responsible for the consequences of providing such suggestions.

ITS will commence work on resolving installation or operational problems within one hour of notification and will engage staff during business hours to find an acceptable solution. ITS will commence work on providing advice for modelling issues within two hours of notification.

ITS will not be required to provide support for SPACE GASS problems caused by a deficiency or fault in the customer's computer system or network, or caused by interference from a virus or any other software program that is not a part of SPACE GASS.

Company name: _____ Order number: _____

Admin contact: _____ Email: _____

Technical contact: _____ Email: _____

Postal address: _____

Street address: _____

Delivery address (if different to above): _____

Phone: _____ Fax: _____ ABN: _____

Lock numbers: _____

Payment amount: \$ _____ Direct deposit Cheque VISA Mastercard

Credit card number: _____ Expiry date: ____/____ CVV number _____

Cardholder's name: _____ Cardholder's signature: _____

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 Email: admin@spacegass.com, Website: www.spacegass.com

Banking details (for direct deposits)
 Name: ITS Integrated Technical Software Pty Ltd
 Bank: Commonwealth Bank of Australia
 BSB: 063-512
 Account: 1043 9171

To renew your maintenance subscription, complete the licence, contact and payment details above and then fax the entire form to us at +61 3 5222 6760 or email it to admin@spacegass.com. If you are paying by direct deposit and wish to include a copy of the payment receipt when you return this form then we will take it as paid.