Single User	Normal response Help Line	Initial License	Annual License
Single Deployment	10.00 Hours	$2,885.00	$3,600.00
Extra Deployment	None	$485.00	$485.00

Client Server	Normal response Help Line	Initial License	Annual License
Server & 2 Clients	10.00 Hours	$5,085.00	$3,600.00
Extra 1 Client	5.00 Hours	$2,255.00	$1,800.00
Extra 5 Clients	19.91 Hours	$8,977.25	$7,165.88
Extra 10 Clients	36.73 Hours	$16,565.17	$13,222.75

Conditions and Notes

The following notes are supplemental to the Software License Agreement that accompanies the Software

Note the following:

1. Client Server can be accessed from both Mac and Windows clients.

2. If you own the Client Server version you can purchase Single User at the cost of Single User Extra Deployment.

3. Client Server version may only be deployed once per installation purchased.

4. Annual license covers you for all updates to the program in the year of purchase (but not for all software supplied - see below).

5. You cannot buy the program without the Annual license and if the Annual License is not renewed then the Initial License is charged again after 6 months.

6. Purchase mid year reduces the cost of the Annual License renewal on a pro rata basis for the following year (you lose nothing over a 2 year cycle).

7. For Purchases mid year Help Line hours will be calculated over a 2 year cycle and reduced on a pro rata basis. (you lose nothing over a 2 year cycle).

8. Date of purchase is calculated from issue of Unlock code (not from receipt of payment as we often give out advance Unlock codes).

9. If you choose not to renew the Annual license and it expires, you will not be able to enter any more New Patients into the database.

Purchase does not cover the following:

1. Custom programming.

2. Help Line Support after the time allocated above has been used up.

3. Urgent, High response or On-Site Support.

4. Installation or Training.

5. Upgrades to Client software, Server software, Runtime software and other modules from 4D Inc. and other vendors (pricing not under our control).

All prices are in Australian Dollars and do NOT include GST. The information in this document is subject to change without notice

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1. Can be via fax, E Mail or telephone.
2. Minimum call charge is 0.5 Hours for telephone.
3. Fax and E Mail is charged for actual time to handle i.e. No minimum of 0.5Hours (We prefer this method of transaction !).
4. All Help Line contacts are documented by us.
5. Your enquiry will be acknowledge within 2 working days or less (usually on the day of enquiry).
6. If a Urgent or High response support is required this will be made available if possible but may be at a higher cost.
7. Note that each year you will have the same number of Help Line hours available again on renewal of the Annual License.

Conditions and Notes
Note the following:
1. Unused Help Line hours are not transferable to the next year. If you have paid the Annual license you will have the same number of hours available again.
2. A Help Line call has been responded to when we have acknowledged your query.
3. Help Line Calls are processed within normal business hours 9AM to 5PM, Mon to Fri excluding normal Australian (State of Victoria) Public holidays.
4. Help Line outside of normal business hours is available but not part of this agreement.

Repair of Databases and other Technical support
1. It is possible for us to receive dead databases on Zip or External drives and try to repair or even resurrect them at our premises.
2. We have special software that can extract data from datafiles which appear to be completely unrecoverable by normal means.
3. Turn around for submitted databases is usually 24 hrs between delivery by courier and collection by courier for the return trip.
4. This service is not part of Help Line Support and is charged at $110 per hour. The cost of couriers (if required) is additional to this.
5. We provide a FTP area on our server for each customer to quickly send us compressed encrypted datafiles.

Custom programming
Priced on application

Additions to the Database that is of General Utility
If you think STATIC is lacking in a service or function that is of general importance (such as a new scoring system for instance) then please make us aware.
We have designated a proportion of our programming effort for tasks such as these and will be guided to a large extent by your requests.
Please submit the request in writing with (if possible) supporting information or references.
Our aim is to make STATIC the most useful and complete Critical Care software - making it a compelling purchase for any Critical Care Department.

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Single User	Product Code	Description	Price
Initial License			
	S67MIL1	Single User	$2,885.00
	S67MILEX	Extra Deployment	$485.00
Annual License			
	S67MAL1	Single User	$3,600.00
	S67MALEX	Extra Deployment	$485.00

Notes:

1. Extra Deployment can only be purchased if you already own Client Server or Single User STATIC

2. Initial License includes Runtime Software

Client Server	Product Code	Description	Price
Initial License			
	S67SILWIN	Server & 2 Clients	$5,085.00
	S67SILMAC	Server & 2 Clients	$5,085.00
	S67CIL1	Extra 1 Client	$2,255.00
	S67CIL5	Extra 5 Clients	$8,977.25
	S67CIL10	Extra 10 Clients	$16,565.17
Annual License			
	S67SAL1	Server & 2 Clients	$3,600.00
	S67CAL1	Extra 1 Client	$1,800.00
	S67CAL5	Extra 5 Clients	$7,165.88
	S67CAL10	Extra 10 Clients	$13,222.75

Notes:

1. You must specify which platform Server will run on - Macintosh or Windows

2. Initial License includes Server software and comes complete with 2 Clients

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Example 1
Single User setup: Single Deployment

Macintosh or Windows Platform

Year 1		
S67MIL1	Single User	$2,885.00
S67MAL1	Single User	$3,600.00
	Total	**$6,485.00**
Help Line	10.00	Hours

Year 2		
S67MAL1	Single User	$3,600.00
	Total	**$ 3,600.00**
Help Line	10.00	Hours

Year 3		
S67MAL1	Single User	$3,600.00
	Total	**$ 3,600.00**
Help Line	10.00	Hours

Example 2
Single User setup: Two Deployments within the same Hospital

Macintosh or Windows Platform

Year 1		
S67MIL1	Single User	$2,885.00
S67MAL1	Single User	$3,600.00
S67MILEX	Extra Deployment	$485.00
S67MALEX	Extra Deployment	$485.00
	Total	**$7,455.00**
Help Line	10.00	Hours

Year 2		
S67MAL1	Single User	$3,600.00
S67MALEX	Extra Deployment	$485.00
	Total	**$4,085.00**
Help Line	10.00	Hours

Year 3		
S67MAL1	Single User	$3,600.00
S67MALEX	Extra Deployment	$485.00
	Total	**$4,085.00**
Help Line	10.00	Hours

Example 3
Client Server: 7 Clients

Macintosh Platform

Year 1		
S67SILMAC	Server & 2 Clients	$5,085.00
S67SAL1	Server & 2 Clients	$3,600.00
S67CIL5	Extra 5 Clients	$8,977.25
S67CAL5	Extra 5 Clients	$7,165.88
	Total	**$24,828.13**
Help Line	29.91	Hours

Year 2		
S67SAL1	Server & 2 Clients	$3,600.00
S67CAL5	Extra 5 Clients	$7,165.88
	Total	**$10,765.88**
Help Line	29.91	Hours

Year 3		
S67SAL1	Server & 2 Clients	$3,600.00
S67CAL5	Extra 5 Clients	$7,165.88
	Total	**$10,765.88**
Help Line	29.91	Hours

Note the product code for server software - this is a Macintosh Server Installation

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Example 4

Client Server: 3 Clients   Windows Platform

Year 1		
S67SILWIN	Server & 2 Clients	$5,085.00
S67SAL1	Server & 2 Clients	$3,600.00
S67CIL1	Extra 1 Client	$2,255.00
S67CAL1	Extra 1 Client	$1,800.00
	Total	**$12,740.00**
Help Line	15.00 Hours	

Year 2		
S67SAL1	Server & 2 Clients	$3,600.00
S67CAL1	Extra 1 Client	$1,800.00
	Total	**$5,400.00**
Help Line	15.00 Hours	

Year 3		
S67SAL1	Server & 2 Clients	$3,600.00
S67CAL1	Extra 1 Client	$1,800.00
	Total	**$5,400.00**
Help Line	15.00 Hours	

Note the product code for server software - this is a Windows Server Installation

Example 5

Client Server: 3 Clients and Extra Single User Installation   Windows Platform

Year 1		
S67SILWIN	Server & 2 Clients	$5,085.00
S67SAL1	Server & 2 Clients	$3,600.00
S67CIL1	Extra 1 Client	$2,255.00
S67CAL1	Extra 1 Client	$1,800.00
S67MILEX	Extra Deployment	$485.00
S67MALEX	Extra Deployment	$485.00
	Total	**$13,710.00**
Help Line	15.00 Hours	

Year 2		
S67SAL1	Server & 2 Clients	$3,600.00
S67CAL1	Extra 1 Client	$1,800.00
S67MALEX	Extra Deployment	$485.00
	Total	**$5,885.00**
Help Line	15.00 Hours	

Year 3		
S67SAL1	Server & 2 Clients	$3,600.00
S67CAL1	Extra 1 Client	$1,800.00
S67MALEX	Extra Deployment	$485.00
	Total	**$5,885.00**
Help Line	15.00 Hours	

Note the product code for server software - this is a Windows Server Installation