



## CVS Professional and CVSNT Support Overview (UK)

This table describes the types of support for CVSNT offered by March Hare Software Limited. All prices are for one year contract, three and five year contracts are also available.

Key: ● = Standard Feature ○ = Optional Feature (additional cost)

Feature	Basic Suite	Professional Single Site		Professional Multi Site		Enterprise
		Level 2	Level 3	Level 4	Level 5	
	£85 per user	£2,000	£8,000	£11,000	£35,000	£call
Priority bug fixes (patches issued every two weeks)		●	●	●	●	●
Priority feature request		●	●	●	●	●
Platform builds			○	○	●	●
Workspace Manager, Release Manager, Bugzilla and Build Integrations	●	●	●	●	●	●
System down on-site response within 1 week one region					●	
System down on-site response same day all regions					○	●
E-mail support	●	●	●	●	●	●
Telephone support 2 hour response one region		●	●	●		
Telephone support 1 hour response one region			○	○	●	
Telephone support immediate all regions					○	●
Linux 64 bit, HP-UX 11i, Solaris 9 and Windows 2003 Server Standard / Enterprise / Datacenter		●	●	●	●	●
Pay for feature					○	○
Administrator Training (one location, maximum 3 persons)	n/a	1d / £3200	1d / £3200	1d / £3200	●	●
User Training (one location, maximum 15 persons)	n/a	1d / £3000	1d / £3000	1d / £3000	1d / £3000	●
Installation and configuration (includes basic requirements analysis)	n/a	2d / £2800	2d / £2300	2d / £2300	●	●
Software Upgrades Included (e.g.: 2.5.03 to 2.5.04)		●	●	●	●	●
Maximum Users	8	10	50	50	150	Over 150

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/South Africa/Japan. Enterprise level support is available for multiple regions. Telephone support is guaranteed in English, availability of other languages cannot be guaranteed. Administrator training is limited to 3 persons; User training is limited to 15 persons.

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## CVS Professional and CVSNT Support Overview (Euro)

This table describes the types of support for CVSNT offered by March Hare Software Limited. All prices are for one year contract, three and five year contracts are also available. Exchange Rates valid for 1 September 2005 to 30 September 2005.

Key: ● = Standard Feature ○ = Optional Feature (additional cost)

Feature	Basic Suite	Professional				Enterprise
		Single Site		Multi Site		
		Level 2	Level 3	Level 4	Level 5	
	€124 per user	€ 2.917	€ 11.666	€ 16.041	€ 51.041	€call
Priority bug fixes (patches issued every two weeks)		●	●	●	●	●
Priority feature request		●	●	●	●	●
Platform builds			○	○	●	●
Workspace Manager, Release Manager, Bugzilla and Build Integrations	●	●	●	●	●	●
System down on-site response within 1 week one region					●	
System down on-site response same day all regions					○	●
E-mail support	●	●	●	●	●	●
Telephone support 2 hour response one region		●	●	●		
Telephone support 1 hour response one region			○	○	●	
Telephone support immediate all regions					○	●
Linux 64 bit, HP-UX 11i, Solaris 9 and Windows 2003 Server Standard / Enterprise / Datacenter		●	●	●	●	●
Pay for feature					○	○
Administrator Training (one location, maximum 3 persons)	n/a	1d / €4.667	1d / €4.667	1d / €4.667	●	●
User Training (one location, maximum 15 persons)	n/a	1d / €4.375	1d / €4.375	1d / €4.375	1d / €4.375	●
Installation and configuration (includes basic requirements analysis)	n/a	2d / €4.083	2d / €3.354	2d / €3.354	●	●
Software Upgrades Included (e.g.: 2.5.03 to 2.5.04)		●	●	●	●	●
Maximum Users	8	10	50	50	150	Over 500

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/South Africa/Japan. Enterprise level support is available for multiple regions. Telephone support is guaranteed in English, availability of other languages cannot be guaranteed. Administrator training is limited to 3 persons; User training is limited to 15 persons.

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## CVS Professional and CVSNT Support Overview (USD)

This table describes the types of support for CVSNT offered by March Hare Software Limited. All prices are for one year contract, three and five year contracts are also available. Exchange Rates valid for Sunday 1<sup>st</sup> August 2004 to Tuesday 31<sup>st</sup> August 2004.

Key: ● = Standard Feature ○ = Optional Feature (additional cost)

Feature	Basic Suite	Professional				Enterprise
		Single Site Level 2	Single Site Level 3	Multi Site Level 4	Multi Site Level 5	
	US\$ 157 per user	US\$ 3,687	US\$ 14,747	US\$ 20,277	US\$ 64,518	US\$call
Priority bug fixes (patches issued every two weeks)		●	●	●	●	●
Priority feature request		●	●	●	●	●
Platform builds			○	○	●	●
Workspace Manager, Release Manager, Bugzilla and Build Integrations	●	●	●	●	●	●
System down on-site response within 1 week one region					●	
System down on-site response same day all regions					○	●
E-mail support	●	●	●	●	●	●
Telephone support 2 hour response one region		●	●	●		
Telephone support 1 hour response one region			○	○	●	
Telephone support immediate all regions					○	●
Linux 64 bit, HP-UX 11i, Solaris 9 and Windows 2003 Server Standard / Enterprise / Datacenter		●	●	●	●	●
Pay for feature					○	○
Administrator Training (one location, maximum 3 persons)	n/a	1d / US\$ 5,899	1d / US\$ 5,899	1d / US\$ 5,899	●	●
User Training (one location, maximum 15 persons)	n/a	1d / US\$ 5,530	1d / US\$ 5,530	1d / US\$ 5,530	1d / US\$ 5,530	●
Installation and configuration (includes basic requirements analysis)	n/a	2d / US\$ 5,161	2d / US\$ 4,240	2d / US\$ 4,240	●	●
Software Upgrades Included (e.g.: 2.5.02 to 2.5.03)		●	●	●	●	●
Maximum Users	8	10	50	50	150	Over 500

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/South Africa/Japan. Enterprise level support is available for multiple regions. Telephone support is guaranteed in English, availability of other languages cannot be guaranteed. Administrator training is limited to 3 persons; User training is limited to 15 persons.

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## CVS Professional and CVSNT Support Overview (Australia)

This table describes the types of support for CVSNT offered by March Hare Software Limited. All prices are for one year contract, three and five year contracts are also available. Exchange Rates valid for Sunday 1<sup>st</sup> August 2004 to Tuesday 31<sup>st</sup> August 2004.

Key: ● = Standard Feature ○ = Optional Feature (additional cost)

Feature	Basic	Professional				Enterprise
	Suite	Single Site		Multi Site		
		Level 2	Level 3	Level 4	Level 5	
	A\$ 213 per user	A\$ 5,017	A\$ 20,067	A\$ 27,592	A\$ 87,794	A\$call
Priority bug fixes (patches issued every two weeks)		●	●	●	●	●
Priority feature request		●	●	●	●	●
Platform builds			○	○	●	●
Workspace Manager, Release Manager, Bugzilla and Build Integrations	●	●	●	●	●	●
System down on-site response within 1 week one region					●	
System down on-site response same day all regions					○	●
E-mail support	●	●	●	●	●	●
Telephone support 2 hour response one region		●	●	●		
Telephone support 1 hour response one region			○	○	●	
Telephone support immediate all regions					○	●
Linux 64 bit, HP-UX 11i, Solaris 9 and Windows 2003 Server Standard / Enterprise / Datacenter		●	●	●	●	●
Pay for feature					○	○
Administrator Training (one location, maximum 3 persons)	n/a	1d / A\$ 8,027	1d / A\$ 8,027	1d / A\$ 8,027	●	●
User Training (one location, maximum 15 persons)	n/a	1d / A\$ 7,525	●			
Installation and configuration (includes basic requirements analysis)	n/a	1d / A\$ 7,024	2d / A\$ 5,769	2d / A\$ 5,769	●	●
Software Upgrades Included (e.g.: 2.5.03 to 2.5.04)		●	●	●	●	●
Maximum Users	8	10	50	50	150	Over 500

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/South Africa/Japan. Enterprise level support is available for multiple regions. Telephone support is guaranteed in English, availability of other languages cannot be guaranteed. Administrator training is limited to 3 persons; User training is limited to 15 persons.

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## CVS Professional and CVSNT Support Overview (Japan)

This table describes the types of support for CVSNT offered by March Hare Software Limited. All prices are for one year contract, three and five year contracts are also available. Exchange Rates valid for Sunday 1<sup>st</sup> August 2004 to Tuesday 31<sup>st</sup> August 2004.

Key: ● = Standard Feature ○ = Optional Feature (additional cost)

Feature	Basic Suite	Professional Single Site		Professional Multi Site		Enterprise
		Level 2	Level 3	Level 4	Level 5	
	¥ 16,862 per user	¥396,756	¥1,587,024	¥2,182,158	¥6,943,230	¥ call
Priority bug fixes (patches issued every two weeks)		●	●	●	●	●
Priority feature request		●	●	●	●	●
Platform builds			○	○	●	●
Workspace Manager, Release Manager, Bugzilla and Build Integrations	●	●	●	●	●	●
System down on-site response within 1 week one region					●	
System down on-site response same day all regions					○	●
E-mail support	●	●	●	●	●	●
Telephone support 2 hour response one region		●	●	●		
Telephone support 1 hour response one region			○	○	●	
Telephone support immediate all regions					○	●
Linux 64 bit, HP-UX 11i, Solaris 9 and Windows 2003 Server Standard / Enterprise / Datacenter		●	●	●	●	●
Pay for feature					○	○
Administrator Training (one location, maximum 3 persons)	n/a	1d / ¥678,000	1d / ¥678,000	1d / ¥678,000	●	●
User Training (one location, maximum 15 persons)	n/a	1d / ¥636,000	1d / ¥636,000	1d / ¥636,000	1d / ¥636,000	●
Installation and configuration (includes basic requirements analysis)	n/a	2d / ¥593,000	2d / ¥487,000	2d / ¥487,000	●	●
Software Upgrades Included (e.g.: 2.5.03 to 2.5.04)		●	●	●	●	●
Maximum Users	8	10	50	50	150	Over 500

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/South Africa/Japan. Enterprise level support is available for multiple regions. Telephone support is guaranteed in English, availability of other languages cannot be guaranteed. Administrator training is limited to 3 persons; User training is limited to 15 persons.

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# Explanation of Terms

## Personalised alert of security issues and security patches

Your administration and/or security teams will be alerted to CVS security issues and patches on your terms. In today's operating environments it is essential to be able to respond quickly to security issues, and have them resolved before you read about it in the press. With the personalised alert you will be informed of these issues and our recommended action (patch level etc) by any of: telephone, pager, SMS, e-mail, fax, letter.

## Priority bug fixes (patches issued every two weeks)

When a customer reports a bug in CVS it will be patched within two weeks. Regular patches will be available which customers may choose to install if they are effected by a resolved issue. More major updates and patch rollups will be provided each quarter.

## Priority feature request

The people who know CVS best are the people who are using it to support their business. We want to add features to CVS to make it more useful in practice. For this reason our CVS development team put the highest priority on developing features that are suggested by support customers.

## Platform Builds

We provide binary (executable) copies of CVS for Solaris, HP-UX, Windows and Mac OS X. Multi Site Plus and Enterprise customers, and optionally Single Site Plus and Multi Site Basic customers are provided with binary (executable) versions of CVS for their specific operating environment, whether it be OS/400, SCO Unix, NCR or any other.

## System down on-site response

When the ability to build releases and effectively manage your development team are critical to your business then you may not be able to afford any down time on your CVS repository – no matter what the cause. Multi Site Plus and Enterprise customers are guaranteed of on site support for returning the CVS repository to operational status.

## Telephone support

Site administrators may call our regional telephone support centres in the UK, Australia and soon in the USA, to report problems, discuss operational problems or request features. We also offer a complete online issue management system so you can create and track issues online.

## Pay for feature

Whilst we endeavour to add features to CVS regularly – there may be a feature that is of benefit to your organisation that is very specific to your industry or company culture. This may make it difficult for us to address quickly. If it is of significant benefit to you then Multi Site Plus and Enterprise customers can pay to have the feature added in the next release.

## Administrator Training

Training for up to 3 administrators on how to administer the CVS repository, server and clients, covering architecture, design limitations, backups, maintenance, disaster recovery, and more. There are many features of the CVS server that an administrator can use to integrate it with defect tracking tools (such as Bugzilla), auditing processes, project management and more. This course instructs your administration team so they are equipped to deliver configuration management support to your organisation.

## User Training

Training for up to 15 users on CVS, Configuration Management and Version Control. The course covers what you can do with CVS locally as well as remotely, CVS clients (eg: WinCVS and Tortoise), and the benefits of using Version Control. This course is adaptable so we can cover some of your business process as well (requires Installation and Configuration).

## Installation and Configuration

This is the fastest way to get up and running with CVS. We spend a half a day analyzing your requirements, Install and Configure CVS and CVSWEB and import your available source code and document the basic user and administrator procedures for you. We can also optionally install bug tracking and tree management software.

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# Credit Card Order (Mail / Fax)

Prices valid as at 1<sup>st</sup> July 2004  
Exchange Rates valid at September 2005

Company Name: \_\_\_\_\_

E-mail address for SEK: \_\_\_\_\_

E-mail address for technical support notices: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Invoice Address: \_\_\_\_\_

City: \_\_\_\_\_ Country: \_\_\_\_\_

Contact Telephone: \_\_\_\_\_ Fax : \_\_\_\_\_

	Item Price	Qty	Total
CVSNT Professional Level 2 (10 users):	£ 2,000 / €2.942	___	\$ _____
Installation and Configuration:	£ 2,800 / €4.083	___	\$ _____
CVSNT Professional Level 3 (50 users):	£ 8,000 / €11.767	___	\$ _____
Installation and Configuration:	£ 2,300 / €3.354	___	\$ _____
Design and Administration Training (on site):	£ 3,200 / €4.667	___	\$ _____
<b>Sub Total</b>			<b>\$ _____</b>

17.5% VAT - Applicable for UK customers or EC customers without a VAT number  
10% GST - Applicable for Australian customers \$ \_\_\_\_\_

Australian customers please specify your ABN Number:  
EC countries please specify your VAT Number: ABN/VAT Number: \_\_\_\_\_

**Order Total** \$ \_\_\_\_\_

Credit Card Number \_\_\_\_\_ Expiry Date: \_\_\_\_/\_\_\_\_

MasterCard / Eurocard

Credit Card Type  Visa  American Express Batch code\*: \_\_\_\_\_

Cardholders Full Name: \_\_\_\_\_

Cardholders billing address: \_\_\_\_\_

City: \_\_\_\_\_

Signature: \_\_\_\_\_

Please charge this purchase to my credit card account (American Express charges will appear on your statement in Australian Dollars – exchange rates charged by the provider may vary from those listed which are supplied by Her Majesty’s Customs and Excise).

**Fax completed order to: +44 (0)20 7692 0609**

**\*\* Goods will be delivered by email \*\***

**\* What is a "Batch Code" on my credit card, and where can I find it?**  
Your V-Code is a 3 or 4 digit number printed on your credit card. On an American Express, it is 4 digits printed on the front of your card, near the embossed credit card number.  
  
On a Visa, MasterCard, or Discover, it is an additional 3 digits after your account number on the back of your card, above your signature.

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