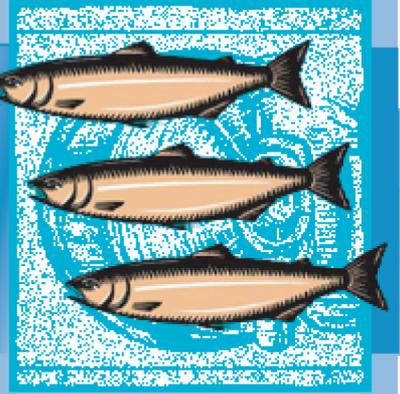


## CVS Suite and CVSNT

The most flexible and feature rich version control system available

# Supporting versioning systems across the enterprise



Version 2008

CVS is the world's most deployed version control system for the software development business. Today companies need to minimise risk and ensure the security and stability of the software that keeps them running. With March Hare CVS Professional Support, they can.

Global corporations right through to small and medium businesses have found that CVS Suite is the ideal change management solution.

### Open Source and Professional Support

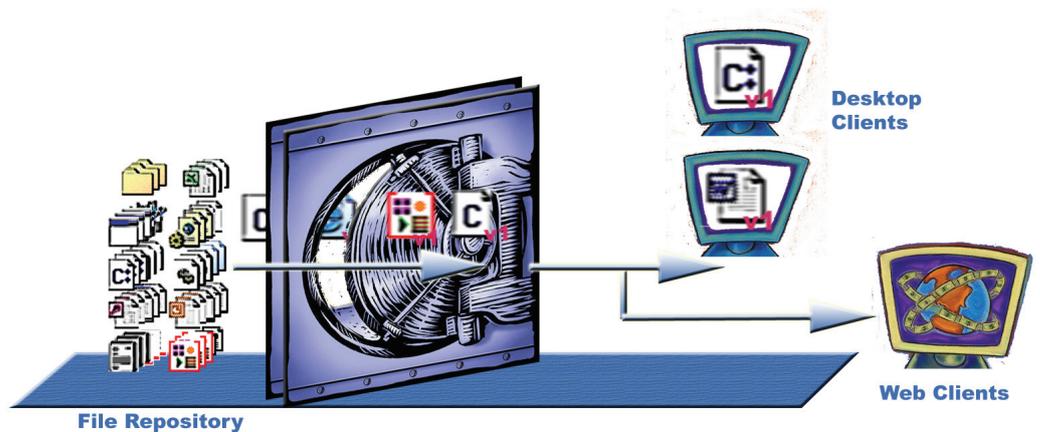
The CVS Suite software is built on top of the open source CVS version control and March Hare provide worldwide support including security update notification, patches, telephone support, installation and training. March Hare can guarantee this support because the people who have been developing CVS since 1999 work for us.

### Under Active Development

The most active and rich open source distribution of CVS is supplied by March Hare Software. We call this CVSNT.

Tony Hoyle who has coordinated development since 1999 now works with a team at March Hare to ensure that CVS Suite remains the most flexible and feature rich version control system available.

Regular patches and feature releases have always been a hallmark of CVSNT which will continue now with the support of March Hare.



CVS architecture provides for secure access via a number of clients. On the server backup and maintenance is simplified by the open repository format.

### Cross Platform

CVS Suite is fully integrated into the Win32 system (Windows 7 / 2008 / Vista / 2003 / XP) including the Control Panel and Active Directory.

CVS Suite is also supported on Mac OS X, Unix and Linux. Clients and servers can be any mixture of supported platforms.

Supported front end software include CVS Suite Studio (WorkspaceManager), Visual Studio Integration (SCCI), Windows Explorer add-in (TortoiseCVS), Expert (WinCVS), and Java clients plus limited support for Web clients (CVSWEB/ViewCVS).

Platform support will continue to be expanded to include MVS, AIX, VMS and more.

### Wide support for secure protocols

You can control access to the version repository using authentication via all standard CVS protocols, plus Windows specific SSPI and Active Directory. Secure transport support via sserver or encrypted SSPI.

### A mixture of support plans to suit all organisations

All support plans provide security issue notification, regular patch delivery, typical two week wait for fixes, telephone support and input into future feature development.

When your organisation requires support for the IBM zSeries or iSeries, multi site, multi region, on site support or customised development then the support plans can be customised to suit.

### Installation and Training

If your team is new to CVS or change management then it is essential that the software is installed and correctly configured to match the requirements of your organisation and your culture.

CVS's flexibility can translate into decision paralysis for an organisation new to configuration management.

March Hare assist with our on site programmes to ensure that CVS is configured to deliver on your requirements and up and running promptly.

Additionally we can integrate CVS Suite with defect tracking (e.g.: Bugzilla), build management, databases (create table/stored procedure management) and provide a range of management and auditing reports.

# Delivering security and support on time and on budget

**Defect Tracking, Release Management, Audit and more**  
Configuration Management is more than simply checking in and checking out. All March Hare Support customers receive a license for integration software including Defect Tracking (with Bugzilla, Mantis and Atlassian Jira), Build Management, Release Management, Audit (with MySQL).

**Flexible, Powerful Client tools**  
CVS Suite includes the CVS Suite Studio client plus Windows Explorer integration (TortoiseCVS) and the WinCVS tool for CVS experts.

**Self Support, Email Support**  
Support that works with your needs and your budget. Self support is designed for small business and developers who want access to the professional tools, best practice and assistance with initial setup and installation. Email support customers have the added assurance of contact with the development team and a managed solution oriented approach to resolving defects, performance bottlenecks, concurrency issues and more.

**Telephone support**  
Site administrators may call our regional telephone support centres in the UK, Australia and

the USA, to report problems, discuss operational issues or request features. We also offer a complete online issue management system so you can create and track issues online.

**Alert of security issues and security patches**

In todays 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 March Hare Software alerts you will be informed of these issues and our recommended action (patch level etc) by e-mail.

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

When a customer reports a bug in CVS Suite it is typically patched within two weeks. Regular patches will be available which customers may choose to install. More major updates and patch rollups will be provided at longer intervals.

**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 Suite to make it more useful in practice. For this reason our 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 OS/400, Solaris, HP/UX, Windows, Red Hat Enterprise Linux, SuSE Enterprise Linux x64 and Mac OS X. If you have a different operating environment, whether it be AIX, SCO Unix, NCR or any other our team can deliver a CVS Suite solution to your platform for modest cost.

**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. For an additional fee customers are guaranteed of on site support for returning the repository to operational status.

**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 customers can pay to have the feature added in the next release.

**CM Design and Administrator Training**

Training for up to 5 administrators on how to administer the CVS repository, server and clients, covering architecture, design limitations, backups, maintenance, disaster recovery, 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 (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 Suite and import your available source code and document the basic user and administrator procedures for you. We can also optionally install bug tracking and build management software.

| Feature (see the web site for prices in most major currencies)     | Suite    | Annual Software Maintenance and Support |        |        |       |          |          |
|--|----------|---|--------|--------|-------|----------|----------|
|  |          | Self                                    | Bronze | Silver | Gold  | Platinum | Incident |
| Suite: Windows, Red Hat Enterprise Linux, Mac OS X                 | £85      | £17                                     | £43    | £85    | £128  | £170     | call     |
| Suite x64: SuSE Enterprise Linux, HP/UX and Solaris Sparc          | £170     | £34                                     | £85    | £170   | £255  | £340     | call     |
| Promotion Levels, Failsafe Audit, Change Sets and Access Control   | ✓        | ✓                                       | ✓      | ✓      | ✓     | ✓        | ✓        |
| Suite Studio, Visual Studio Integration (SCCI) and Release Manager | ✓        | ✓                                       | ✓      | ✓      | ✓     | ✓        | ✓        |
| Integrations: Bugzilla, Mantis and Atlassian Jira (MySQL); Build   | ✓        | ✓                                       | ✓      | ✓      | ✓     | ✓        | ✓        |
| E-mail support   | ★        | ✓                                       | ☎      | ☎      | ☎     | ☎        | ✓        |
| Service Level Agreement (one region only)                          |          |   | 1 week | 2 day  | 1 day | 2 hour   | 1 day    |
| Access to Customer Support Database and Documentation Updates      | 120 days | ✓                                       | ✓      | ✓      | ✓     | ✓        | ✓        |
| Priority bug fixes (patches issued every two weeks)                | 120 days | ✓                                       | ✓      | ✓      | ✓     | ✓        | ✓        |
| Software Upgrades Included (e.g.: 2.5.03 to 2.8.01)                |          | ✓                                       | ✓      | ✓      | ✓     | ✓        | ✓        |
| Minimum users  | 1        | 1                                       | 1      | 1      | 1     | 1        | 50       |

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**Germany: 0171-747-6059**

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## CVS Suite (CVSNT) Support Overview (UK)

Prices offered by March Hare Software Limited (UK). All support prices are for one year contract, three and five year contracts are also available. Rates valid for 1 April 2010 to 30 April 2010. Orders totals under £1000 must be purchased from the web site.

Key: ● = Standard Feature    ○ = Optional Feature (additional cost)    ◆ = Installation support issues only

| Feature  | Software<br>CVS Suite | Annual Software Maintenance and Support |                 |        |       |             |          |
|--|-----------------------|---|-----------------|--------|-------|-------------|----------|
|  |                       | Self Support                            | email<br>Bronze | Silver | Gold  | Platinum    | Incident |
| Suite: Windows, Red Hat Enterprise Linux, Mac OS X                     | £85                   | £17                                     | £43             | £85    | £128  | £170        | £call    |
| Suite x64: SuSE Enterprise Linux, HP-UX and Solaris Sparc              | £170                  | £34                                     | £85             | £170   | £255  | £340        | £call    |
| Promotion Levels, Failsafe Audit, Change Sets and Access Control Lists | ●                     | ●                                       | ●               | ●      | ●     | ●           | ●        |
| CVS Suite Studio, Visual Studio Integration (SCCI) and Release Manager | ●                     | ●                                       | ●               | ●      | ●     | ●           | ●        |
| Integrations: Bugzilla, Mantis and Atlassian Jira (MySQL); Build       | ●                     | ●                                       | ●               | ●      | ●     | ●           | ●        |
| System down on-site response within 1 week one region                  |                       |   |                 | ○      | ○     | ○           | ○        |
| System down on-site response same day all regions                      |                       |   |                 |        | ○     | ○           | ○        |
| E-mail support   | ◆                     |   | ●               | ●      | ●     | ●           | ●        |
| Service Level Agreement (one region only)                              | none                  | none                                    | 1 week          | 2 day  | 1 day | 2 hour      | 1 day    |
| Access to Customer Support Database and Documentation Updates          |                       | ●                                       | ●               | ●      | ●     | ●           | ●        |
| Priority bug fixes (patches issued every two weeks)                    |                       | ●                                       | ●               | ●      | ●     | ●           | ●        |
| Platform builds  |                       |   |                 | ○      | ○     | ○           | ○        |
| Pay for feature - Priority feature request                             |                       |   | ○               | ○      | ○     | ○           | ○        |
| Administrator Training (one location, maximum 3 persons)               | n/a                   | n/a                                     |                 |        |       | 1d / £3,200 |          |
| User Training (one location, maximum 15 persons)                       | n/a                   | n/a                                     |                 |        |       | 1d / £3,000 |          |
| Installation and configuration (includes basic requirements analysis)  | n/a                   | n/a                                     |                 |        |       | 2d / £5,000 |          |
| Software Upgrades Included (e.g.: 2.5.03 to 2.8.01)                    |                       | ●                                       | ●               | ●      | ●     | ●           | ●        |
| Minimum Users  | 1                     | 1                                       | 1               | 1      | 1     | 1           | 50       |

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/Japan. Enterprises requiring support in multiple regions should purchase per-incident support for each region. Telephone support is in English. Administrator training is limited to 5 persons; User training is limited to 15 persons.

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## CVS Suite (CVSNT) Support Overview (Euro)

Prices offered by March Hare Software Limited (UK). All support prices are for one year contract, three and five year contracts are also available. Rates valid for 1 April 2010 to 30 April 2010. Orders totals under €1500 must be purchased from the web site.

Key: ● = Standard Feature    ○ = Optional Feature (additional cost)    ◆ = Installation support issues only

| Feature  | Software<br>CVS Suite | Annual Software Maintenance and Support |                 |        |       |            |          |
|--|-----------------------|---|-----------------|--------|-------|------------|----------|
|  |                       | Self Support                            | email<br>Bronze | Silver | Gold  | Platinum   | Incident |
| Suite: Windows, Red Hat Enterprise Linux, Mac OS X                     | €95                   | €19                                     | €48             | €95    | €143  | €190       | €call    |
| Suite x64: SuSE Enterprise Linux, HP-UX and Solaris Sparc              | €190                  | €38                                     | €95             | €190   | €285  | €380       | €call    |
| Promotion Levels, Failsafe Audit, Change Sets and Access Control Lists | ●                     | ●                                       | ●               | ●      | ●     | ●          | ●        |
| CVS Suite Studio, Visual Studio Integration (SCCI) and Release Manager | ●                     | ●                                       | ●               | ●      | ●     | ●          | ●        |
| Integrations: Bugzilla, Mantis and Atlassian Jira (MySQL); Build       | ●                     | ●                                       | ●               | ●      | ●     | ●          | ●        |
| System down on-site response within 1 week one region                  |                       |   |                 | ○      | ○     | ○          | ○        |
| System down on-site response same day all regions                      |                       |   |                 |        | ○     | ○          | ○        |
| E-mail support   | ◆                     |   | ●               | ●      | ●     | ●          | ●        |
| Service Level Agreement (one region only)                              | none                  | none                                    | 1 week          | 2 day  | 1 day | 2 hour     | 1 day    |
| Access to Customer Support Database and Documentation Updates          |                       | ●                                       | ●               | ●      | ●     | ●          | ●        |
| Priority bug fixes (patches issued every two weeks)                    |                       | ●                                       | ●               | ●      | ●     | ●          | ●        |
| Platform builds  |                       |   |                 | ○      | ○     | ○          | ○        |
| Pay for feature - Priority feature request                             |                       |   | ○               | ○      | ○     | ○          | ○        |
| Administrator Training (one location, maximum 3 persons)               | n/a                   | n/a                                     |                 |        |       | 1d / € 575 |          |
| User Training (one location, maximum 15 persons)                       | n/a                   | n/a                                     |                 |        |       | 1d / € 352 |          |
| Installation and configuration (includes basic requirements analysis)  | n/a                   | n/a                                     |                 |        |       | 2d / € 587 |          |
| Software Upgrades Included (e.g.: 2.5.03 to 2.8.01)                    |                       | ●                                       | ●               | ●      | ●     | ●          | ●        |
| Minimum Users  | 1                     | 1                                       | 1               | 1      | 1     | 1          | 50       |

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/Japan. Enterprises requiring support in multiple regions should purchase per-incident support for each region. Telephone support is in English. Administrator training is limited to 5 persons; User training is limited to 15 persons.

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## CVS Suite (CVSNT) Support Overview (USD)

Prices offered by March Hare Software LLC (New York). All support prices are for one year contract, three and five year contracts are also available. Rates valid for 1 April 2010 to 30 April 2010. Orders totals under \$1000 must be purchased from the web site.

Key: ● = Standard Feature    ○ = Optional Feature (additional cost)    ◆ = Installation support issues only

| Feature  | Software<br>CVS Suite | Annual Software Maintenance and Support |                 |                           |         |                |          |
|--|-----------------------|---|-----------------|---------------------------|---------|----------------|----------|
|  |                       | Self Support                            | email<br>Bronze | email and phone<br>Silver | Gold    | Platinum       | Incident |
| Suite: Windows, Red Hat Enterprise Linux, Mac OS X                     | US\$127               | US\$25                                  | US\$64          | US\$127                   | US\$191 | US\$254        | \$call   |
| Suite x64: SuSE Enterprise Linux, HP-UX and Solaris Sparc              | US\$254               | US\$51                                  | US\$127         | US\$254                   | US\$380 | US\$507        | \$call   |
| Promotion Levels, Failsafe Audit, Change Sets and Access Control Lists | ●                     | ●                                       | ●               | ●                         | ●       | ●              | ●        |
| CVS Suite Studio, Visual Studio Integration (SCCI) and Release Manager | ●                     | ●                                       | ●               | ●                         | ●       | ●              | ●        |
| Integrations: Bugzilla, Mantis and Atlassian Jira (MySQL); Build       | ●                     | ●                                       | ●               | ●                         | ●       | ●              | ●        |
| System down on-site response within 1 week one region                  |                       |   |                 | ○                         | ○       | ○              | ○        |
| System down on-site response same day all regions                      |                       |   |                 |                           | ○       | ○              | ○        |
| E-mail support   | ◆                     |   | ●               | ●                         | ●       | ●              | ●        |
| Service Level Agreement (one region only)                              | none                  | none                                    | 1 week          | 2 day                     | 1 day   | 2 hour         | 1 day    |
| Access to Customer Support Database and Documentation Updates          |                       | ●                                       | ●               | ●                         | ●       | ●              | ●        |
| Priority bug fixes (patches issued every two weeks)                    |                       | ●                                       | ●               | ●                         | ●       | ●              | ●        |
| Platform builds  |                       |   |                 | ○                         | ○       | ○              | ○        |
| Pay for feature - Priority feature request                             |                       |   | ○               | ○                         | ○       | ○              | ○        |
| Administrator Training (one location, maximum 3 persons)               | n/a                   | n/a                                     |                 |                           |         | 1d / US\$4,772 |          |
| User Training (one location, maximum 15 persons)                       | n/a                   | n/a                                     |                 |                           |         | 1d / US\$4,474 |          |
| Installation and configuration (includes basic requirements analysis)  | n/a                   | n/a                                     |                 |                           |         | 2d / US\$7,457 |          |
| Software Upgrades Included (e.g.: 2.5.03 to 2.8.01)                    |                       | ●                                       | ●               | ●                         | ●       | ●              | ●        |
| Minimum Users  | 1                     | 1                                       | 1               | 1                         | 1       | 1              | 50       |

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/Japan. Enterprises requiring support in multiple regions should purchase per-incident support for each region. Telephone support is in English. Administrator training is limited to 5 persons; User training is limited to 15 persons.

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## CVS Suite (CVSNT) Support Overview (Australia)

Prices offered by March Hare Pty. Ltd (Australia). All support prices are for one year contract, three and five year contracts are also available. Rates valid for 1 April 2010 to 30 April 2010. Orders totals under \$1000 must be purchased from the web site.

Key: ● = Standard Feature    ○ = Optional Feature (additional cost)    ◆ = Installation support issues only

| Feature  | Software<br>CVS Suite | Annual Software Maintenance and Support |                 |        |        |              |          |
|--|-----------------------|---|-----------------|--------|--------|--------------|----------|
|  |                       | Self Support                            | email<br>Bronze | Silver | Gold   | Platinum     | Incident |
| Suite: Windows, Red Hat Enterprise Linux, Mac OS X                     | A\$139                | A\$28                                   | A\$71           | A\$139 | A\$210 | A\$279       | \$call   |
| Suite x64: SuSE Enterprise Linux, HPUX and Solaris Sparc               | A\$279                | A\$56                                   | A\$139          | A\$279 | A\$418 | A\$558       | \$call   |
| Promotion Levels, Failsafe Audit, Change Sets and Access Control Lists | ●                     | ●                                       | ●               | ●      | ●      | ●            | ●        |
| CVS Suite Studio, Visual Studio Integration (SCCI) and Release Manager | ●                     | ●                                       | ●               | ●      | ●      | ●            | ●        |
| Integrations: Bugzilla, Mantis and Atlassian Jira (MySQL); Build       | ●                     | ●                                       | ●               | ●      | ●      | ●            | ●        |
| System down on-site response within 1 week one region                  |                       |   |                 | ○      | ○      | ○            | ○        |
| System down on-site response same day all regions                      |                       |   |                 |        | ○      | ○            | ○        |
| E-mail support   | ◆                     |   | ●               | ●      | ●      | ●            | ●        |
| Service Level Agreement (one region only)                              | none                  | none                                    | 1 week          | 2 day  | 1 day  | 2 hour       | 1 day    |
| Access to Customer Support Database and Documentation Updates          |                       | ●                                       | ●               | ●      | ●      | ●            | ●        |
| Priority bug fixes (patches issued every two weeks)                    |                       | ●                                       | ●               | ●      | ●      | ●            | ●        |
| Platform builds  |                       |   |                 | ○      | ○      | ○            | ○        |
| Pay for feature - Priority feature request                             |                       |   | ○               | ○      | ○      | ○            | ○        |
| Administrator Training (one location, maximum 3 persons)               | n/a                   | n/a                                     |                 |        |        | 1d / \$5,250 |          |
| User Training (one location, maximum 15 persons)                       | n/a                   | n/a                                     |                 |        |        | 1d / \$4,922 |          |
| Installation and configuration (includes basic requirements analysis)  | n/a                   | n/a                                     |                 |        |        | 2d / \$8,203 |          |
| Software Upgrades Included (e.g.: 2.5.03 to 2.8.01)                    |                       | ●                                       | ●               | ●      | ●      | ●            | ●        |
| Minimum Users  | 1                     | 1                                       | 1               | 1      | 1      | 1            | 50       |

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/Japan. Enterprises requiring support in multiple regions should purchase per-incident support for each region. Telephone support is in English. Administrator training is limited to 5 persons; User training is limited to 15 persons.

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## CVS Suite (CVSNT) Support Overview (Japan)

Prices offered by March Hare Pty. Ltd. All support prices are for one year contract, three and five year contracts are also available. Rates valid for 1 April 2010 to 30 April 2010. Orders totals under ¥ 150,000 must be purchased from the web site.

Key: ● = Standard Feature ○ = Optional Feature (additional cost) ◆ = Installation support issues only

| Feature  | Software<br>CVS Suite | Annual Software Maintenance and Support |                 |                 |          |                |          |
|--|-----------------------|---|-----------------|-----------------|----------|----------------|----------|
|  |                       | Self Support                            | email<br>Bronze | email and phone |          |                | Incident |
|  |                       |   |                 | Silver          | Gold     | Platinum       |          |
| Suite: Windows, Red Hat Enterprise Linux, Mac OS X                     | ¥ 11,648              | ¥ 2,330                                 | ¥ 5,893         | ¥ 11,648        | ¥ 17,541 | ¥ 23,296       | ¥ call   |
| Suite x64: SuSE Enterprise Linux, HP-UX and Solaris Sparc              | ¥ 23,296              | ¥ 4,459                                 | ¥ 11,648        | ¥ 23,296        | ¥ 34,944 | ¥ 46,592       | ¥ call   |
| Promotion Levels, Failsafe Audit, Change Sets and Access Control Lists | ●                     | ●                                       | ●               | ●               | ●        | ●              | ●        |
| CVS Suite Studio, Visual Studio Integration (SCCI) and Release Manager | ●                     | ●                                       | ●               | ●               | ●        | ●              | ●        |
| Integrations: Bugzilla, Mantis and Atlassian Jira (MySQL); Build       | ●                     | ●                                       | ●               | ●               | ●        | ●              | ●        |
| System down on-site response within 1 week one region                  |                       |   |                 | ○               | ○        | ○              | ○        |
| System down on-site response same day all regions                      |                       |   |                 |                 | ○        | ○              | ○        |
| E-mail support   | ◆                     |   | ●               | ●               | ●        | ●              | ●        |
| Service Level Agreement (one region only)                              | none                  | none                                    | 1 week          | 2 day           | 1 day    | 2 hour         | 1 day    |
| Access to Customer Support Database and Documentation Updates          |                       | ●                                       | ●               | ●               | ●        | ●              | ●        |
| Priority bug fixes (patches issued every two weeks)                    |                       | ●                                       | ●               | ●               | ●        | ●              | ●        |
| Platform builds  |                       |   |                 | ○               | ○        | ○              | ○        |
| Pay for feature - Priority feature request                             |                       |   | ○               | ○               | ○        | ○              | ○        |
| Administrator Training (one location, maximum 3 persons)               | n/a                   | n/a                                     |                 |                 |          | 1d / ¥ 438,515 |          |
| User Training (one location, maximum 15 persons)                       | n/a                   | n/a                                     |                 |                 |          | 1d / ¥ 411,108 |          |
| Installation and configuration (includes basic requirements analysis)  | n/a                   | n/a                                     |                 |                 |          | 2d / ¥ 383,700 |          |
| Software Upgrades Included (e.g.: 2.5.03 to 2.8.01)                    |                       | ●                                       | ●               | ●               | ●        | ●              | ●        |
| Minimum Users  | 1                     | 1                                       | 1               | 1               | 1        | 1              | 50       |

Available support regions are: in Europe/UK or USA/Americas or Asia Pacific/Japan. Enterprises requiring support in multiple regions should purchase per-incident support for each region. Telephone support is in English. Administrator training is limited to 5 persons; User training is limited to 15 persons.

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# Explanation of Terms

## 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 at longer intervals – typically annually.

## Pay for Feature - 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. Whilst we endeavour to add features to CVS Suite 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 you can pay an additional fee to have a feature delivered by a nominated date

## Platform Builds

We provide binary (executable) copies of CVS for Red Hat Linux ES 4, SuSE Enterprise Linux 9 x64, Solaris (Sparc), HPUX (pa-risc and itanium), Windows and Mac OS X plus CVS for iSeries (AS/400). Silver, Gold and Platinum Support customers can purchase binary (executable) versions of CVS for their specific operating environment, whether it be AIX, 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. Gold and Platinum Support customers can be guaranteed on site support for an additional fee.

## Telephone support

Site administrators may call our regional telephone support centres in the UK, Australia or 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.

## CM Design and Administrator Training

Training for up to 5 decision makers and CM/ CVS administrators on how to design a CM solution to specific business objectives, 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 prepares and instructs your decision making team so they are equipped to deliver a configuration management solution 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.



# Credit Card Order (Mail / Fax)

Prices valid as at 1<sup>st</sup> July 2004  
Exchange Rates valid at April 2010

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

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

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

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

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

|   | Item Price                     | Qty | Total           |
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| CVS Suite for Windows/Red Hat/Mac:          | £85 / €95 / US\$127 : A\$139   | ___ | \$ _____        |
| Annual Software Maintenance (Self Support): | £17 / €19 / US\$25 : A\$28     | ___ | \$ _____        |
| Email Support & Software Maintenance:       | £43 / €48 / US\$64 : A\$71     | ___ | \$ _____        |
| CVS Suite x64 for Solaris/HPUX/SuSE:        | £170 / €190 / US\$254 : A\$279 | ___ | \$ _____        |
| Annual Software Maintenance (Self Support): | £34 / €38 / US\$51 : A\$56     | ___ | \$ _____        |
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