



CVS Suite (CVSNT) Support Overview (UK)

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

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

Feature	Software CVS Suite	Annual Software Maintenance and Support					
		Self Support	email Bronze	email and phone 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, HPUX 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: 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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VAT Registration No. 830 7573 27



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. Exchange rates valid for 1 January 2010 to 31 January 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 CVS Suite	Annual Software Maintenance and Support					
		Self Support	email Bronze	Silver	Gold	Platinum	Incident
Suite: Windows, Red Hat Enterprise Linux, Mac OS X	€99	€19	€51	€99	€150	€199	€call
Suite x64: SuSE Enterprise Linux, HPUX and Solaris Sparc	€199	€39	€99	€199	€299	€399	€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 / €3 762	
User Training (one location, maximum 15 persons)	n/a	n/a				1d / €3 527	
Installation and configuration (includes basic requirements analysis)	n/a	n/a				2d / €5 878	
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: 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. Exchange rates valid for 1 January 2010 to 31 January 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 CVS Suite	Annual Software Maintenance and Support					
		Self Support	email Bronze	email and phone Silver	Gold	Platinum	Incident
Suite: Windows, Red Hat Enterprise Linux, Mac OS X	US\$131	US\$26	US\$66	US\$131	US\$197	US\$262	\$call
Suite x64: SuSE Enterprise Linux, HP-UX and Solaris Sparc	US\$262	US\$52	US\$131	US\$262	US\$393	US\$524	\$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\$4,927	
User Training (one location, maximum 15 persons)	n/a	n/a				1d / US\$4,619	
Installation and configuration (includes basic requirements analysis)	n/a	n/a				2d / US\$7,699	
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: 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. Exchange rates valid for 1 January 2010 to 31 January 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 CVS Suite	Annual Software Maintenance and Support					
		Self Support	email Bronze	email and phone Silver	email and phone Gold	email and phone Platinum	Incident
Suite: Windows, Red Hat Enterprise Linux, Mac OS X	A\$131	A\$26	A\$66	A\$131	A\$197	A\$262	\$call
Suite x64: SuSE Enterprise Linux, HP-UX and Solaris Sparc	A\$262	A\$52	A\$131	A\$262	A\$392	A\$523	\$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 / \$4,923	
User Training (one location, maximum 15 persons)	n/a	n/a				1d / \$4,615	
Installation and configuration (includes basic requirements analysis)	n/a	n/a				2d / \$7,692	
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: 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	Annual Software Maintenance and Support					
	CVS Suite	Self Support	email Bronze	email and phone Silver	Gold	Platinum	Incident
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: 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 and Exchange Rates valid at January 2011



Step 1:

Company Name:

Contact Name:

E-mail address for SEK:

E-mail for tech support:

Contact Address:

City, State (eg: Melville, NY): Postcode:

Contact Telephone: Country:

Step 2:

CVS Suite is licensed per person.
1 Person = 1 License

Support Quantity must
equal licensed
Quantity

CVS Suite: Windows/RedHat/Mac	Quantity: <input type="text"/>	x	A\$131 £85 / €99 / US\$131	option 1 Self Support: Annual Software Maintenance	Quantity: <input type="text"/>	x	A\$26 £17 / €19 / US\$26
				or, option 2 Bronze Support: Email Support & Software Maintenance	Quantity: <input type="text"/>	x	A\$66 £43 / €51 / US\$66
CVS Suite x64: Solaris Sparc/HPUX/SuSE	Quantity: <input type="text"/>	x	A\$262 £170 / €199 / US\$262	option 1 Self Support: Annual Software Maintenance	Quantity: <input type="text"/>	x	A\$52 £34 / €39 / US\$52
				or, option 2 Bronze Support: Email Support & Software Maintenance	Quantity: <input type="text"/>	x	A\$131 £85 / €99 / US\$131

Sub Total: \$

American Express charges will appear on your statement in Australian Dollars – exchange rates charged by the provider may vary from those listed.
Exchange rates used on this form are supplied by Her Majesty's Customs and Excise: <http://www.hmrc.gov.uk/exrate/>

Step 3:

Your billing address is in Australia? Calculate 10% of Sub Total in Step 2 for GST: \$

Your Billing address is in the UK/EU or Australia? ABN or VAT No:

Your billing address is in the UK? Calculate 20% of Sub Total in Step 2 for VAT: \$

Your billing address is in the EU and you do not have a VAT No?

Step 4:

Order Total: \$

American Express orders will be calculated in Australian Dollars and charged in Australian Dollars using the prices advertised on this form.

AMERICAN EXPRESS MasterCard VISA Expires:

Card No.:

Cardholder:

Billing Address:

City&State: Postcode:

Batch Code:

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).

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.

Step 5:

Fax completed order to:

Goods will be delivered by e-mail

UK/EU: +44 (0)20 7692 0609 or USA: 800 653 1501 or AU: +61 (0)2 9475 4277