

**A.D. Morrison & Associates GWA Calculator Software**  
**Annual Software Support Fee Information Package**  
Effective As Of April 2008

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**How much is it?**

Currently the annual support fee is set at \$1,000.00 for a single user site. Sites with more than one (1) user will be charged an additional \$200.00 per user. For example, a site with 3 users would be charged \$1,400.00 annually for their annual support fee (\$1,000.00 + \$200.00 + \$200.00 = \$1,400.00). The invoices are usually sent out in March for the coming fiscal year and payment is due in full upon receipt. Partial payments are not accepted as this is an annual contract.

**What does the support fee cover?**

The annual support fee provides the end-user(s) with the following services for the entire fiscal year:

- Unlimited telephone technical support via our toll free telephone number.
- Unlimited technical support via online messaging services such as Yahoo Messenger or MSN Messenger.
- Unlimited remote online support via PC Anywhere remote access software. All of our clients currently have PC Anywhere installed on their workstations (if they were purchased from us originally). PC Anywhere allows us to remotely access the workstations to assist with troubleshooting, general questions/problems or in emergency situations, to act as if we were at their actual workstation. This is useful when assisting new clients with the operation of the program or when there has been an administration change and the replacement is unfamiliar with the software.
- Access to our Internet FTP Update Server to download updates to the software. These updates include bug fixes and minor improvements or additions to the program such as report and rate table changes.

**What does the support fee NOT cover?**

- Hardware issues when the hardware was purchased and/or installed by another company.
- Software that was not purchased from A.D. Morrison & Associates.
- Network configuration issues – items such as moving the software to a server, setting up file sharing, rights, etc. We can provide you with adequate instructions to cover these topics but it is up to you to have your technician do this work for you.
- Computer viruses/spyware/malware/adware that prevent the software from operating correctly. You are responsible for removing malicious programs first.

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**What does the support fee NOT cover? (continued)**

- Training for new and/or existing staff:
  - We are perfectly willing to come to your First Nation or to have the trainees come to our office for training as per our set rates. We realize that there is often a high turnover rate for Ontario Works staff, but the software support fee was never intended to cover training.
- Major software modifications requested by MCSS or by your Band to meet unique local needs. Major changes or upgrades normally involve releasing a new version of the software which would be at an additional cost.
- Questions regarding the Ontario Works' Act/Regulations/Guidelines:
  - If you are uncertain as to the definition of a regulation and/or how it should be applied, please contact your MCSS Program Review Officer.
- Questions regarding a client's eligibility for Ontario Works and/or an Ontario Works related benefit. Your MCSS P.R.O. will be the final word for these matters.
- Questions regarding ODSP and/or INAC programs; please contact the appropriate representative for these inquiries.
- Assistance completing MCSS, ODSP or INAC forms or reports; again, please contact the appropriate representative for help.

If you have any questions regarding the annual support service or any other matter, please feel free to contact us at 519-679-2403 or via email at [mark@admorrison.com](mailto:mark@admorrison.com)