



HelpSTAR® / Choreograf®

Help Desk Technology Corporation

www.helpstar.com



2010 Winston Park Dr., Suite 401, Oakville ON L6H5R7

Phone: 1 800.563.4357

Fax: 1.800.815.4332

Protecting your investment in HelpSTAR

Help Desk Technology Corporation invests millions of dollars annually to upgrade, enhance and fix our software.

Keep your HelpSTAR installation current by subscribing to the:

HelpSTAR® Annual Software Assurance Plan



Subscribers to our ASAP receive:

Service	Description
Technical Support Service	Unlimited technical support for incidents.
Upgrades and Updates	All Updates and Upgrades as they become available.
Client Success Manager	A HelpSTAR ITIL certified Client Success Manager will assist your company to ensure your HelpSTAR installation is optimized using best practices. He or she will be available to discuss any questions regarding our product, provide information on upcoming features and monitor your account.
An annual HelpSTAR 'check-up'	One of our consultants spends an hour with your help desk manager reviewing challenges and offering suggestions on how to tweak HelpSTAR for maximum performance. This session often involves the consultant 'remoting-in' to examine the help desk's infrastructure and to generate performance metrics.
HelpSTAR Community Access	Training Tutorials featuring step-by-step instructions on key functions in HelpSTAR. User Forums to communicate and gain feedback from other HelpSTAR users.

To view the Terms and Conditions of the Annual Software Assurance Plan, click on the link below:

www.helpstar.com/software.php

Contract # 11340
PO # 66320



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Annual Software Assurance Plan

HelpSTAR Renewal No. **33581B**

Provided To:

Chicago Housing Authority
60 E. Van Buren
Chicago, IL 60605

Attention:

Lori McGary

Current HelpSTAR Installation Configuration		ASAP Plan Cost
HelpSTAR Edition HelpSTAR 2010 Enterprise	Licensing Information: 55 Privileged User Licenses	\$19,854.60
Upgrade Plan Term Dec 1, 2013 - Nov 30, 2016	Web Portal Custom Report Designer	

To renew your plan complete the following and return it by: **Nov 30, 2013**

Email to: CustomerService@HelpSTAR.com

Fax to: 800-815-4332 OR 905-829-4156

Type of Payment:

☐ I'd like to process this on my MasterCard or VISA - See attached

☐ Provide me with an Invoice quoting Purchase Order No.: _____

Authorized by: _____ Date: _____

Signature: _____



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Credit Card Purchase Authorization

Complete and fax to: 800-815-4332

I _____ hereby authorize HelpDesk Technology

Corporation to process a transaction on the credit card indicated below, in the amount of

_____ in payment of HelpSTAR Renewal No. _____

Card Type:

☐

VISA

☐

Cardholder Name (Please Print): _____

Card Number: _____ Expiry Date: _____

Signature: _____ Date: _____

HELPSTAR ANNUAL SOFTWARE ASSURANCE PLAN STANDARD TERMS AND CONDITIONS

Term

The subscription to the HelpSTAR Annual Software Assurance Plan is effective from the commencement date and shall continue for a period of one year.

Responsibilities of Help Desk Technology Corporation

For the charges stated herein, Help Desk Technology shall provide:

1. Software upgrades and upgrades made generally available during the term of this agreement. Software upgrades and updates are applied to previously purchased software license.
2. Improvements and enhancements to software documentation made generally available during the term of this agreement.
3. Unlimited access to online HelpSTAR Training Tutorials.

Free Services include:

1. Technical Support Service via telephone, email and/or via desk-to-desk technology such as GoToMeeting. There is no limit to the number of technical support requests that can be submitted. Technical support is defined as "problems" in the functioning of the HelpSTAR installation.
Training style "how-to" questions or consulting questions (such as "how should I...", or "what is the best practice...") are not covered by Technical Support.
2. An annual "check-up" session to review help desk challenges. This service is offered to the subscriber by Help Desk Technology.

Responsibilities of the Licensee

1. The Licensee acknowledges that all software was licensed in accordance with Help Desk Technology International Corporation's Software License Agreement and the Licensee agrees to abide by such conditions.
2. The Licensee agrees to maintain the Software to the latest revision level within six months of official release.

Charges

1. Payment of all charges is due on the first day of the period covered by the HelpSTAR Annual Software Assurance Plan.
2. In addition to the charges due under this Agreement, the Licensee agrees to pay or reimburse Help Desk Technology any taxes or charges resulting from this Agreement which are levied by a taxing authority, except for taxes based upon Help Desk Technology's net income.

Limitation of Liability and Warranty

1. Help Desk Technology's liability to the Licensee for damages of any nature shall not exceed the charge payable under this Agreement.
2. In no event will Help Desk Technology be liable for any loss of use, data, or profits or any special indirect or consequential damages.
3. This agreement does not cover loss of data from failure to perform prudent backups.

Miscellaneous

If any provision of this Standard Terms and Conditions document is declared invalid, the remaining provisions shall remain in full force and effect. These terms and conditions supersede all prior Annual Software Assurance Plan agreements and understandings between Help Desk Technology and the Licensee pertaining to the Software.

The defendant shall determine the governing law and legal jurisdiction for any dispute arising out of this plan.

In the event of litigation or alternative dispute resolution process the prevailing party will be entitled to recover attorney fees and expenses from the other party.