

## Support transfer

No matter how hard any resellership works to protect its user base there are times when some Global users decide that they prefer services that are on offer from another resellership.

In the majority of such cases there is a transfer route which is acceptable to the user and both resellerships.

Unfortunately there can occasionally be some dispute regarding the transfer. This bulletin defines TIS Software Ltd's policy in such situations.

### TIS SOFTWARE LTD – SUPPORT TRANSFER POLICY

TIS Software Ltd will only process the transfer of a user's support from one reseller to another upon receipt of a service order from the new reseller for a minimum of one year.

Upon receipt of such an order TIS Software Ltd will contact the current supporting reseller to see if the user in question has any outstanding debt with them.

If there is no outstanding debt TIS Software Ltd will process the order for service. In addition, if the original reseller is prepared to credit the user the unused portion of the annual service fee, TIS Software Ltd will credit the original reseller the same portion of the annual service royalty paid to TIS Software Ltd.

If a debt is outstanding TIS Software Ltd will agree, with the current supporting reseller, a time limit for the settlement of the debt. TIS Software Ltd will inform the reseller who wishes to take over the user's support of the agreed time limit.

If for some justifiable reason the time limited is extended TIS Software Ltd will inform both resellers.

TIS Software Ltd will hold the request for transfer of service until either the agreed time limit has expired or the original reseller informs TIS Software Ltd that debt is no longer outstanding.

Once the time limit has been exceeded or the debt is cleared TIS Software will process the order for service. In addition, if the original reseller is prepared to credit the user the unused portion of the annual service fee, TIS Software Ltd will credit the original portion of the annual service royalty paid to TIS Software Ltd.

If you have any questions regarding the above policy please contact Richard Andrews at our City office.