

Access Level Agreement – Terms & Conditions

General

- See “Access Level Agreement – Features” document for included services.
- Included services are intended to be delivered online except upgrade implementations will be delivered onsite, if requested, subject to the regular travel charge.
- This agreement includes support for the software products listed on this agreement unless specifically stated otherwise. All installed Adagio and Third Party modules must be included in your Access Level Agreement.
- Until expired, this agreement is irrevocable; without exception, all payments must be made when due.
- To minimize delays, if a Consulting Service is required and can be delivered for \$600 or less per incident, approval for that work is deemed to have been given per this agreement. Gold plan members will receive an invoice on account. Standard and Basic plan members must have a blanket credit card authorization on file with us in order to take advantage of this benefit.
- The quality of accounting records is solely your responsibility. AccSys Solutions would be happy to assist with reconciling out of balance accounts as part of our Consulting Services.
- Support is only provided to employees who have received an appropriate level of training on Adagio.
- Support is provided only on the most current shipping version (or the previous version if the current version has been released within the last twelve months).
- Support for Adagio ODBC is limited to assisting you with installation and confirming that ODBC works with Sample Data. Neither AccSys Solutions nor Softrak Systems provide programming support.
- Software supported directly by the developer (Bravo, CRW, Dynac, Edisoft, Lenmax, linXsoft, North49, Smart Hotel Software, and VirtualVendor) are not supported in your Access Level Agreement. We would be happy to assist you with these modules on a best efforts basis. Gold plan members will not be charged for an initial problem review that is then referred to the developer for resolution. Please note that we no longer support Paymate Payroll solutions.
- If any payment is not made when due, then all payments not yet made, plus reasonable costs for collection, are immediately due and payable. All support services will be suspended until payment is made.
- If this agreement is not renewed by the “Expiry date” on the agreement, all open issues will be closed and no further work will be performed until the new plan is in place.
- If payment for any plan is received after the “Expiry date”, a late penalty will be imposed.
- This agreement commences on the “Effective date”, or the date payment is received, whichever is later.
- AccSys Solutions must be your Adagio dealer of record. If you change your Adagio dealer of record prior to the expiration of this agreement then this agreement will be considered terminated on the date your Adagio dealer of record was changed. Any remaining payments due under this agreement are payable immediately. All open issues will be closed.

