



Annex 1: Software Maintenance Agreement

I- Conditions:

1. If one of the contracting parties wants to terminate the agreement this should be done within a maximum of 30 days written notice prior to the ending date of the agreement. In case of any price changes the customer will be notified before the renewal of the maintenance.
2. If new releases or updates are to be shipped (which happens rarely), the customer will only have to pay the custom and shipping fees in case of any.

II- Maintenance includes the following:

1. E-mail and telephone support from BMB during normal business hours (8:00 A.M. to 5:30 P.M. / Monday – Friday, except official holidays).
2. Free updates to your existing Laserfiche software in order to take advantage of the many enhancements and new features in each new release of Laserfiche.
3. Onsite visit upon request for a maximum of 5 visits per year provided by BMB service personnel within 24 to 48 hours after receiving the said request and concerning Laserfiche problems.

III- Maintenance Excludes the following:

1. Onsite visit upon request, exceeding the normal 5 visits per year, provided by BMB service personnel within 24 to 48 hours after receiving the request.
2. Interventions outside working hours (8:00 A.M. to 5:30 P.M. / Monday – Friday), during the weekends or official holidays.
3. Failures due to the misuse of the software. Misuses are to be determined by BMB service personnel.
4. Reinstallation of the software, new training, extra developments and consultancy provided by BMB.
5. Any malfunction of the client's hardware, operating systems or any other software involved with the Laserfiche software and not provided and installed by BMB.

P.S.: BMB will charge a fee of 75\$ per hour (one hour minimum), for the onsite visits.

IV- Responsibilities:

1. The customer should backup the whole data related to Laserfiche software in full at least once per week, with differential backups every workday.
2. At least once per month the customer should move a full backup tape or other media off-site, to prevent the destruction of your workstation and your backup.
3. The customer should test restore some files or a whole directory. Remember that it's not whether or not you can back-up the workstation; it's whether or not you can restore the workstation in time of need.
4. The customer should at least backup the Laserfiche database files every night.
5. BMB is in no circumstances responsible for any loss, destruction or corruption of data or for any indirect or consequential loss or damage whatsoever.

V- Force Majeure:

1. If due to a force majeure or for reasons independent of BMB, BMB becomes temporarily incapable partially or totally, of respecting its obligations, this will not constitute a breach of this contract, and those obligations will be suspended until those reasons that made the execution impossible disappear. BMB must however notify the customer in writing and explain the reasons of the force majeure.

VI- Payment:

1. Payment will be on annual basis and in advance. Failure to pay within 15 days from the date of the agreement will result in the automatic termination of this maintenance agreement.

VII- Entire Agreement

1. This agreement is the complete and exclusive statement of the mutual understanding of the parties, and supersedes all previous written and oral agreements and communications relating to the subject and products mentioned in this agreement.



Laserfiche Maintenance Agreement

Product description	Qty	Maintenance Type or Model	Special Annual Fee
Avante Server for MS SQL	1	Laserfiche Software Assurance Plan (LSAP) for one year from August 2025 till August 2026.	\$9,085
Named Full Users	28		
Advanced Audit Trail	28		
ScanConnect	2		
Starter Public Portal	1		
SDK (Toolkit)	1		
Subtotal Price			\$9,085
11 % VAT			\$999.35
Total Special Price after VAT			\$10,084.35

Payment Terms

- 100% upon signature to be fully paid in cash USD or via bank transfer to BMB bank account.
- VAT to be paid in cash LRP based on MoF rate.

WE AGREE TO HAVE THE SOFTWARE LISTED ABOVE UNDER MAINTENANCE AT THE CONDITIONS MENTIONED ATTACHED (refer to Software Conditions In Annex 1).

Customer's Stamp & Signature

Approval Date

Kinda Saab

For BMB Co.