

## **Hardware & Network | System Definition Conformance**

***Effective Date: October 5<sup>th</sup> 2011***

***Revision Date: July 24<sup>th</sup> 2014***

Any hardware or network change must be submitted to Aqubanc and Contact Innovations at least 30 days prior to the intended date for the change. This includes replacement or upgrade:

- PC
- Scanner
- Monitor
- LAN Connection
- File Server
- Operating System
- Core Corporate Systems including Anti-Virus, Microsoft Office / Google Office and Internet Explorer / Chrome / Firefox.

Failure to provide 30 days notice via an email to [HWN@aqubanc.com](mailto:HWN@aqubanc.com) will result in an immediate support charge at the rates specified in your Aqubanc Agreement's Terms & Conditions for Extended Component Maintenance; this is usually Section 21(a) in most agreements. If the Extended Component Maintenance rates are not specified in your Aqubanc Agreement, please send an email to [ECMainRates@aqubanc.com](mailto:ECMainRates@aqubanc.com) requesting current Extended Component Maintenance rates.

Upon receipt of your email, Aqubanc and Contact Innovations will review the request and the potential impact on the currently installed Cheque 21<sup>®</sup> System and associated System Definition. Any impact will be documented to you via email and depending on the scope of the proposed change, the following may be issued:

- Addendum to your approved System Definition
- Validation of the proposed change with the installed check or ChequePage™ scanner. If the proposed change is not currently supported by the scanner manufacturer, additional delays and/or charges may be incurred.
- If hardware originally supplied by Aqubanc is replaced using hardware not provided by Aqubanc, the proposed change is immediately and automatically outside the scope of your current System Definition and such hardware will not be supported by Aqubanc and Contact Innovations until such time as a Hardware Change Order has been processed by Aqubanc and paid-in-full. The minimum Hardware Change Order is \$3,495 per hardware component.
- If the change falls within current maintenance coverage or a custom quote is necessary to be approved before the change can be made.

All changes made before the Addendum is issued by Aqubanc, a custom quote is accepted or a Hardware Change Order is issued will immediately result in enactment of Extended Component Maintenance rates in addition to your annual maintenance coverage.

### **Reason for this Change**

Aqubanc and Contact Innovations are handling hardware and network related support which is outside of the scope of the previously accepted System Definitions. Upgrading hardware or operating systems based on a manufacturer's brochure, introducing a third-party hardware supplier, and not consulting with Aqubanc and Contact Innovations prior to the upgrade is placing unnecessary risks on these critical systems and impacting support resources and response.