



# BGL Software Subscription Agreement

|                                      |   |                      |   |              |                         |                |  |                          |  |                       |   |                |  |
|--------------------------------------|---|----------------------|---|--------------|-------------------------|----------------|--|--------------------------|--|-----------------------|---|----------------|--|
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| <i>Documentation</i>                 | Access to the extensive online documentation including help screens, training manuals and white papers available in each BGL product.   |                      |   |              |                         |                |  |                          |  |                       |   |                |  |
| <i>Email</i>                         | Regular email from BGL.   |                      |   |              |                         |                |  |                          |  |                       |   |                |  |
| <i>Website</i>                       | Access to the resources provided by BGL's Website including the BGL Wiki and training materials.  |                      |   |              |                         |                |  |                          |  |                       |   |                |  |
| <i>BGL Client Centre</i>             | An invitation to register with the BGL Client Centre where clients can log support calls, chat with support consultants (when available), download software updates, renew and upgrade subscriptions, register for training sessions and seminars and access BGL's messaging service BGL Direct.  |                      |   |              |                         |                |  |                          |  |                       |   |                |  |
| <i>Update Service</i>                | Access to unlimited downloads through the BGL Client Centre for software and documentation updates.   |                      |   |              |                         |                |  |                          |  |                       |   |                |  |
| <i>Support</i>                       | All CAS, Simple Fund <i>Professional Edition</i> and Simple Ledger <i>Professional Edition</i> clients receive unlimited support events for the duration of the subscription period. Simple Fund <i>Trustee Edition</i> and Simple Ledger <i>Small Business Edition</i> clients receive five support events per subscription. Support events can be logged by telephone, facsimile or through the BGL Client Centre.  |                      |   |              |                         |                |  |                          |  |                       |   |                |  |
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