

# CALLISTA COVER CONTRACT

CUSTOMER DETAILS		CONTRACT PROVISIONS	CONTRACT CHARGES																	
Company name		<p>Under the provisions of this agreement The Callista Group Limited will provide the following goods &amp; services to you for a term of <b>ONE (1) YEAR</b> from the date of payment of this contract :</p> <ul style="list-style-type: none"> <li>All available system upgrades (<i>software only</i>)</li> <li>Updates to <b>standard</b> carrier call pricing tables</li> <li>Updates to PABX drivers</li> <li>Updates to integrated system User Guides</li> <li>Unlimited telephone support</li> <li>Unlimited on-line support</li> <li>Access to secure downloads from our website</li> </ul>	All charges below are in New Zealand dollars and <b>exclude</b> GST <b>Monthly payments must be made by <u>Direct Debit</u> only *</b>																	
Postal address			<table border="1"> <thead> <tr> <th>SYSTEM</th> <th>ANNUALLY</th> <th>MONTHLY</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Callista Multifunctional</td> <td>\$350.00</td> <td>\$30.00</td> </tr> <tr> <td><input type="checkbox"/> Callista Multifunctional for PMS</td> <td>\$450.00</td> <td>\$38.00</td> </tr> <tr> <td><input type="checkbox"/> Callista Hospitality</td> <td>\$450.00</td> <td>\$38.00</td> </tr> <tr> <td><input type="checkbox"/> Callista Light / Callista Light BDI</td> <td>\$200.00</td> <td>\$16.67</td> </tr> </tbody> </table>			SYSTEM	ANNUALLY	MONTHLY	<input type="checkbox"/> Callista Multifunctional	\$350.00	\$30.00	<input type="checkbox"/> Callista Multifunctional for PMS	\$450.00	\$38.00	<input type="checkbox"/> Callista Hospitality	\$450.00	\$38.00	<input type="checkbox"/> Callista Light / Callista Light BDI	\$200.00	\$16.67
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E-mail address		<b>SELECT A PAYMENT OPTION</b>																		
Contact name		<input type="checkbox"/> <b>Cheque</b> ( <i>please enclose your payment with completed contract</i> )																		
Signed		<input type="checkbox"/> <b>Direct Credit to our bank account</b> <b>OUR BANK ACCOUNT DETAILS :</b> The Callista Group Limited The National Bank of New Zealand <b>06-0273-0152966-00</b> Takapuna, Auckland, New Zealand <b>Swift Code : NBNZNZ22</b> ( <i>for international payments only</i> )																		
Date		<p><b><u>PLEASE ENSURE YOU MARK YOUR DEPOSIT CLEARLY SO THAT WE CAN EASILY IDENTIFY YOUR PAYMENT ON OUR BANK STATEMENT. IF YOU ARE A HOSPITALITY PROPERTY PLEASE ENSURE YOU ANNOTATE YOUR PAYMENT WITH THE NAME OF YOUR PROPERTY.</u></b></p>																		
TERMS & CONDITIONS		SUPPORT HOURS	<input type="checkbox"/> <b>Direct Debit</b> ( <i>please complete attached form &amp; return <b>original</b> to us</i> ) <b>This payment option is available for <u>monthly payments</u> only. If default is made on any monthly payment, payment of the remaining amount owing on this contract must be made in full immediately.*</b>																	
<b>CALLISTA COVER IS AN OPTIONAL SERVICE. PLEASE READ THESE TERMS &amp; CONDITIONS CAREFULLY.</b>		<p><b>Weekdays :</b>                      NZST : 8.30 a.m. to 4.30 a.m.                      NZ Summer Time : 8.30 a.m. to 9.00 p.m. and 10.00 p.m. to 6.30 a.m.</p> <p><b>Weekends &amp; Public Holidays :</b>                      9.00 a.m. to 5.00 p.m. <b>Please note :</b> Support on Christmas Day, New Year's Day, Good Friday &amp; Easter Sunday will incur an additional charge of \$100 + GST per call and is not included in this contract.</p>																		
<ul style="list-style-type: none"> <li>Monthly payments can be made by Direct Debit only.</li> <li>Callista Cover can be cancelled by you at any time but a refund of any remaining un-used portion will not be made by The Callista Group. <b>If Callista Cover which is being paid via monthly Direct Debit payments is cancelled mid-term, the unused remaining portion must be paid in full immediately to The Callista Group on cancellation of the contract.</b></li> <li>If Callista Cover is paid via the monthly Direct Debit option and default is made on any monthly payment, payment of the remaining amount owing on this contract must be made in full immediately to The Callista Group.*</li> <li>A Renewal Notice and an invoice will be sent to you automatically when your current Callista Cover contract is due to expire. If you do not want to continue with Callista Cover you must contact us as soon as possible to advise us of your intention to terminate and the invoice will be credited.</li> <li>Under the provisions of this contact you will be given access to all available software system upgrades and updates specific to you or your organisation or company which are released by The Callista Group Limited throughout the term of this contract. These upgrades and updates are for your use only and you are specifically prohibited from transferring or providing these upgrades to anyone else or to any other company or organisation for their use at any time even after the termination of this contract.</li> </ul>		CONTRACT EXCLUSIONS	<input type="checkbox"/> <b>Direct Debit</b> ( <i>please complete attached form &amp; return <b>original</b> to us</i> ) <b>This payment option is available for <u>monthly payments</u> only. If default is made on any monthly payment, payment of the remaining amount owing on this contract must be made in full immediately.*</b>																	
		<p><b>This contract specifically excludes all of the following services :</b></p> <ul style="list-style-type: none"> <li>Telephone, on-site and/or on-line support for computer hardware, computer operating systems, all non-Callista software applications, all printers, all modems, all PABXs and the internet.</li> <li>On-site support for any Callista software application</li> <li>Additional training for any Callista software application</li> <li>Installation or re-installation of any Callista software application</li> <li>Training or re-training for any Callista software application</li> <li>Call pricing plan set-up and maintenance</li> <li>Hospitality database set-up</li> </ul>																		
		<b>The Callista Group Limited</b> PO Box 34480   Auckland 0746   New Zealand Tel +64 (0)9 4810377   Fax +64 (0)9 4805775 accounts@callista.net   www.callista.net																		
		<input type="checkbox"/> <b>VISA</b> <input type="checkbox"/> <b>MasterCard</b> <b>Name on card :</b> <b>Card number :</b> <b>Card expiry :</b> <b>Cardholder's signature :</b> <b>Date :</b>																		