

# VisionMax (Private) Limited

Software Solutions Provider

## SOFTWARE MAINTENANCE AGREEMENT STOCKXS - BACK-OFFICE MANAGEMENT SYSTEM

This agreement for software maintenance is made between **VisionMax (Private) Limited** (Hereinafter called the first Party) and **ALPHA CAPITAL (PRIVATE) LIMITED**, having its registered office at 3RD FLOOR, SHAHEEN CHAMBERS, A-4, CENTRAL COMMERCIAL AREA, KCH SOCIETY, BLOCK 7 & 8,, KARACHI (Hereinafter called the Second Party) on the following terms and Conditions:

**That** the First party shall provide technical assistance to diagnose issues / problems faced during regular operations of BACK-OFFICE MANAGEMENT SYSTEM "**STOCKXS**".

**That** the maintenance agreement shall not include enhancements or new functionality requested by the second party, for which a separate proposal will be submitted.

**That** any major upgrades (new modules or extensive enhancements to the software) carried out by the First Party. The First Party shall inform of the new modules and any new features and their cost accordingly.

**That** the Second Party shall make payment of **Rs. xxx,xxx.xx+Add-on Charges (if any)** per month (exclusive of SST) as software maintenance to the First Party through Crossed Cheque after deduction of all liable taxes.

**That** the Maintenance charges will be increased 10% or increase in Inflation rate which ever is higher.

Customer Support via Telephone, Email or Remote Assistance is available from 9:00 am to 7:00 pm Monday - Friday. Reasonable availability of Customer Service Representative(s) when resolving a service related incident or request.

The agreement will be effective From July 01, 2024 to June 30, 2025.

Both the parties hereby agree on the above terms and conditions.

**For VisionMax (Private) Limited**



Authorized Signatory \_\_\_\_\_

**For ALPHA CAPITAL (PRIVATE) LIMITED**



Authorized Signatory \_\_\_\_\_