

## Advanced Connect Customer Reference Programme Terms and Conditions

### 1.0 General

The service delivery for the Advanced Connect Customer Reference Programme (“the Connect Reference Programme”) will follow ABS’ general resourcing procedures and therefore will be subject to staff availability. Terms associated to this program supersede any contracted terms. Services relating to the Connect Reference Programme will not receive special priority. Customers should request to redeem their points through their ABS Account Manager. Advanced Business Solutions reserves the right to modify, extend, or terminate this Programme, in whole or in part, at its sole discretion, upon written notice to any participant affected thereby.

Service days included in the programme are Consultancy, Technical, Custom Development, Project Management and Training Services. Each service day or course is worth 50 points.

The service days will be one-offs and ABS will be able to cancel and re-book service days without penalty.

There will be no cap on the amount of points a Customer can collect, although a Customer will not be able to redeem more than 3 days of services in a row.

The service days are not transferable between Customers or redeemable for any financial value.

All rewarded points must be booked within a period of 3 months from reaching a total of 50 points. There will be no financial compensation for any points that are not redeemed within this time limit.

Type & Description	Points Value & Conditions
<b>Company Name &amp; Logo</b> <i>Use of company name and logo in promotional marketing.</i>	<b>5 Points</b> <i>Awarded annually on receipt of logo.</i>
<b>Testimonial</b> <i>Provide a quote which can be used in promotional marketing.</i>	<b>3 Points</b> <i>Awarded upon sign off of testimonial.</i>
<b>Press Release</b> <i>Work with our PR team to create a Press Release.</i>	<b>4 Points</b> <i>Awarded upon sign off of Press Release.</i>
<b>Telephone Reference</b> <i>Take calls from prospective clients and current customers.</i>	<b>5 Points</b> <i>Awarded upon completion of each telephone reference.</i>
<b>Case Study</b> <i>Work with our PR team to create a Case Study.</i>	<b>8 Points</b> <i>Awarded upon sign off of Case Study.</i>

<b>Event Appearance</b> <i>Present a case study at an ABS event.</i>	<b>8 Points</b> <i>Awarded upon completion of appearance.</i>
<b>Video Testimonial</b> <i>Take part in a filmed interview with ABS.</i>	<b>8 Points</b> <i>Awarded on sign off of Video Testimonial.</i>
<b>Site Visit</b> <i>Participate and host a site visit for prospective clients and current customers.</i>	<b>10 Points</b> <i>Awarded upon completion of each Site Visit.</i>
<b>User Group Committee Membership</b> <i>Actively participate in product user committee (minimum attendance 2 committee meetings per year &amp; 1 user group workshop per year)</i>	<b>10 Points</b> <i>Awarded annually on satisfactorily taking part in User Committee.</i>
<b>Beta test site</b> <i>Actively participate in a Beta Test programme for new product version releases.</i>	<b>10 Points</b> <i>Awarded on completion of each Beta Test Programme.</i>

## 2.0 Service times & daily fees

All services will be provided by ABS on the following basis:

- 2.1 Unless otherwise expressly stated, all services will be provided from Monday to Friday, excluding English Bank Holidays, between the hours of 9.30 am and 4.30 pm.
- 2.2 A working day at any location other than an ABS office in the UK is 9.30 am to 4.30 pm excluding travelling time; and ABS may charge the Customer for additional time worked in accordance with the then current ABS policy. The minimum chargeable time is one (1) working day. The Customer will permit ABS' Personnel sufficient access to its premises to enable ABS to provide the services. When working at the Customer's premises, the Customer shall allow ABS' Personnel to have the use and benefit of a suitable working area and suitable technical equipment. If ABS agrees to supply additional services on an hourly basis, during standard working hours as documented in clause 1, for example by telephone, the fee shall be the daily rate applicable to the Customer calculated pro rata plus any associated costs. The Customer agrees to pay all reasonable expenses for accommodation, subsistence and travel incurred by ABS in supplying any services at premises other than ABS', in accordance with ABS' then current expenses policy.

## 3.0 Cancellation at short notice

If the Customer and ABS have agreed specific dates for delivery of services and for any reason the Customer cancels or defers the arrangements or the services cannot for any reason be provided by ABS due to the Customer's actions or failure to act then ABS will use all reasonable endeavours to redeploy the personnel affected but where it is unable to do so the Customer shall lose the points that are cancelled/deferred/not provided due to the acts or omissions of the Customer and the Customer shall pay any costs which ABS incurs as a result of the cancellation, for example, travel or accommodation costs.