

# Vision Technologies

Software Solution Provider

## SOFTWARE MAINTENANCE AGREEMENT

### Vtrade – Online Trading System

This agreement for software maintenance is made between **Vision Technologies** (Hereinafter called the first Party) and **Oriental Securities (Private) Limited**, having its registered office at 731-732, 7<sup>th</sup> Floor, Stock Exchange Building, Stock Exchange Road, Karachi (Hereinafter called the Second Party) on the following terms and Conditions:

1. That the First party shall provide technical assistance to diagnose issues / problems faced during regular operations of Online Trading System “**Vtrade**”.
2. That the first Party shall provide upgrades, including bug fixes.
3. That the maintenance agreement shall not include enhancements or new functionality requested by the second party, for which a separate proposal will be submitted.
4. 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.
5. That the second party shall pay Rs. xx,xxx/- per month to the First Party. The payment will be made on quarterly @ Rs. xx,xxx/- per quarter.
6. That the Second Party shall make payment to the First Party through Crossed Cheque after deduction of all liable taxes.
7. 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.
8. Increase in Maintenance Charges will be reviewed after every two (2) years.
9. The agreement will be effective from July 1, 2013 to Jun 30<sup>th</sup> 2015.

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

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For Vision Technologies

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For Oriental Securities (Private) Limited

**Witness:**

1. \_\_\_\_\_  
CNIC# \_\_\_\_\_

2. \_\_\_\_\_  
CNIC# \_\_\_\_\_