MIRACLE ®
Accounting Software

Software Subscription & Software Upgrade Policy Manual

Annual Software Subscription Guidelines for Customers (ENGLISH)

Software Subscription Price Structure with Software Upgrade

As per pricelist available in website: http://www.rkitsoftware.com/pricing

Software Subscription Terms & Conditions for Customers

- Taxes are extra as applicable (GST 18%).

- Only those customers who are having Software Version 9.0 or above will be eligible for Software Subscription. Customers having older version cannot apply for Software Subscription.

- The Validity of Software Subscription is 1 year from the date of Subscription Activation.

- In case if customer upgrades from older versions (from 6.3 or 7.2) to 9.0, no subscription will be required for 6 months from the date of upgradation. After that subscription will be applicable as per rule.

- In software subscription, the following features will be provided
  - I. Free telephonic / e-mail / online technical support.
  - II. Free in-house technical support.
  - III. Software upgrades and new features available in it.
  - IV. All the possible legal changes.

  Note: Any updates or upgrades will be limited to the same copy type; hence, a standard copy customer will get upgrade of the same (i.e. Standard Copy) version or release.

- Software subscriptions will be available during the office working hours and during the working days. Apart from this Online/Telephonic service will not be available in unavoidable circumstances (Such as any technical issue, natural disasters, storms, war etc).

- The In-House (Carry-in) Service will be provided for free if subscribed to miracle subscription.

- The In-House (Carry-in) Service will be charged if not subscribed to miracle subscription. Charges can be approximately Rs.300 to Rs.500 per hour or it may be charged depending upon type of work.

- Local On-site service will attract additional charges minimum Rs. 500 per Hr. to Rs. 750 per Hr. as per geographical area.

- Specific type of problem that cannot be solved telephonic/online or If problem could not be solved online, it is necessary to provide backup if demanded by the support engineer.

- In case of backup is demanded by the support engineer there may be requirement of sufficient analysis of data which will result into requirement of sufficient time to resolve the issue. In such case patience is expected from the customer.

- Average Response Time will be 4(Four) Hours to 1(One) working day except during the legal changes or during March and April being the year end months.

- Software subscription will not include full operating training. For this, a person has to contact Miracle's Authorized Training Institute or Dealer who provides training for about 15 days to 1 month. They will have to pay separate charge for the same.

- It is advisable for the customer to take back up of their important data periodically. The company will not be responsible for any type of data loss of customer and will not be included in software subscription. Customer himself will be responsible for the security of their data.

- Customer has to accept the software 'As it is' basis and will not be able to request any such demand which may lead us to software development. Therefore, any new development as per the customer's requirement will not be considered as part of a software subscription. Any new developments in the software will be sole decision of the company (RKIT Software Pvt. Ltd.) only.

- The notification/warning of subscription expiry date will be given by following ways:
    - ✓ When a customer updates his software (Ctrl + U) he will be notified about subscription expiry.
    - ✓ Via E-Mail / SMS / WhatsApp / etc. which will be sent before the subscription is about to expire.
    - ✓ Through the pop-up notification within Miracle Software.
    - ✓ Through the pop-up notification within Miracle Android/iOS Apps.

- If software dongle is missing/lost or damaged, in that case it will be charged separately for new dongle. It will not be included in the software subscription.

- In case of Add-on Copy, subscription for Add-on Copy will additionally apply. Even if customer have taken software subscription for Main copy of Miracle.

- Audit Copy is provided free of cost therefore customer is not required to take subscription for audit copy.

- Miracle Android/iOS Application (Miracle Report App) will work only if Software Subscription is Active.

- Other 'Subscription Only Features' will also work only if Miracle Software Subscription is Active.
  (Kindly refer to **Annexure I** for 'Subscription Only Features' List.)

Annexure – I
Subscription Only Features List

Below features will work only if Miracle Software Subscription is Active.

- WhatsApp
- Telegram
- GSP Services (One Click E-Way Bill/GSTR 2A Auto Download/GSTR 1 Auto Upload/GSTN Search/etc.)
- GST Number Search
- One Click E-Invoice Integration
- Android / iOS Report App
- Android Order / Salesman App
- Android Consumer App
- Voucher Import from Excel
- M-Sync (Desktop Sync)
- ICICI Bank Connected Banking
- GSTR-2A / GSTR-2B Auto Download
- G-Drive Backup / WhatsApp Backup / Backup Send for Support
- Digital Signature
- E-Commerce Patch
- etc.