dokeos®
open source e-learning

Client coordinates

Reference : TA-XXXXXX-CD

Technical assistance
40 hours contract

dokeos®

open source e-learning

Between

DOKEOS sprl, 108 Corbeau street, B-1030 Brussels, BTW : BE 862.938.031 represented by : Thomas De Praetere

Named hereafter the **provider**,

And

Client coordinates

Named hereafter the **client**

I. Introduction

This document is a technical assistance contract made by the Dokeos company (the provider) for its client, Client. It guarantees the client that the Dokeos development and support team will deal with **any** technical problems on the client's server during 40 hours.

This does not interfere with a yearly support contract that the client may sign. Support means fixing bugs on Dokeos software and upgrading the system when needed. Technical assistance covers any work on server on a per hour basis.

A detailed timesheet will be sent to the client when time is close to be over and a new contract is required. Dokeos guarantees that the technical team will be at the disposal of the client within 1 open day after payment. Shorter delay is based on a best effort principle and can be discussed with the client.

Technical assistance is performed by the Dokeos e-learning and development team and includes noticeably:

- help on course authoring
- training, support, any kind of telephone or local help
- conent management : migration, tips and tricks
- local and/or remote installation of Dokeos LMS, Videoconferencing and /or OOgie Rapid Authoring
- database management
- files management
- migration jobs
- PHP scripts fixing
- Dokeos Extensions gluing and fixing
- course and server backup management
- users registration process finetuning and fixing
- tips and trick on how to use the tool
- (...) practicaly any technical job related to Dokeos software

II. End and continuation of contract

The present contract has no other expiration deadline than the end of the prepaid 40 hours. Once the end of the time is reached, the client gets a new invoice to validate a new period of 40 hours. At any time, the client has the opportunity to get a FTP, CD- or DVD-ROM copy of his own data and a documentation of what has been done and how to go on with the current technical job.

III. Documentation

Dokeos is an open source software released under GPL license. All pedagogical and technical documentation is available on:

- http://www.dokeos.com/tutorials.php
- http://www.dokeos.com/documentation.php and
- http://www.dokeos.com/wiki/index.php/Main_Page

IV. Assistance protocol

To be able to help you, we need :

- The right to access your courses and content
- A root permanent SSH access on your courses and server with the necessary users rights to do the tasks you require
- A PhpMyAdmin access to the related databases

To provide a quick help and a permanent follow up, all technical assistance goes through http://projects.dokeos.com. Simple email exchange offers no guarantee of speed, archiving or validation. Once the contract is signed, Dokeos provides a login/pass to provide the client with an access to the Assistance interaction area and the tasks description by the client can start. It belongs to the client to describe the tasks as accurately as possible to avoid waste of time.

Your assistance reminder

Project management : http://projects.dokeos.com/

LOGIN : YYY
PASS : XXX21

Tel. +32 472 98 75 45

V. Pricing and payment

The price for the present contract is : 3.800,00 €

Payment should be done on :

Mean of payment : Bank transfer
Conditions : On receipt.
Bank account : 778-5947482-79
IBAN : BE58-7785-9474-8279
BIC/Swift : GKCCBEBB
Bank address : Dexia Bank, Rue de La Libération 36, 1440 Braine-Le-Château, BELGIUM
Contract (Communication) : TA-28C49H-CD

VI. Particular conditions for this contract

Dokeos will send a detailed Excel timesheet to the client after each task required so as to inform the client on time remaining in the contract. Dokeos will invite the client to start a new contract once the 40 hours are almost over. There is no expiration date for the validity of the assistance hours bought by the client.

VII. Applicable law

The contract is regulated by and only by the Belgian law. All conflicts related to this contract will be treated by the Brussels court.

Made in 2 copies. All parties admit to have received one copy of the present contract.

The client must send 2 signed copies of the present contract to Dokeos before the job starts.

On behalf of the **provider**

Thomas De Praetere
DOKEOS sprl
44 rue des Palais
B-1030 Bruxelles
Tel. 02 211 34 56

On behalf of the **client**

XXX

Signature

Signature