**BA Analyser Applicant Support Terms**

This document is read subject to and in conjunction with the Analyser Terms and Conditions and any Special client requested amendments agreed with BrandAdvantage Limited the owners of the IP and software system.

BrandAdvantage ("BAL") shall provide online user support to Applicants in New Zealand as follows:

(a)     The online support service shall be offered 9am – 5pm (NZ time) on Business Days in New Zealand

(b)     BAL shall ensure that the response times to all request for support are responded to within the same day if the request is received by 1pm that day and all other requests by 12 noon the next Business Day or sooner, subject to public holidays. All support is provided by email, and does not include phone support.

(c)     The Support Service will register all request for help, the party requesting the help, the problem or type of help requested, time log these and record the responses and the time of the response.

(d)     Customer will have a log in to be able to verify the Support Service is being delivered and what type of issues are being handled, how many and when.

Customer or staff, that have any needs for information or issue solving shall revert to the Customer Administrator in the first instance and the administrator shall then engage with BAL. BAL shall keep a log of all client support information and help inquiries and shall provide 3 hours a month free support and shall then bill the Customer $75 per hour on a time spent basis.

**BrandAdvantage BA Analyser Software Specifications**

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The Software includes the following features:

(a)     Available in the language(s) specified in an agreed being English
(b)     Capability to connect to the Customer's main website
(c)     Branding in Customer's colours and uses marks and logos as supplied by Customer
(d)     A welcome page explaining the introduction of the application for Grants
(e)     The application can address Grants requests  of different types under the following headings Arts, Event, Sports, Schools, Scholarships, Personal Circumstances, Community Projects, Environment, Team, Charity, Health and more
(f)     Once the application type has been selected, a set of 7 steps of the application process to be completed by the Applicant
(g)     These steps and questions contained within are as agreed with Customer and shall be rated for importance by Customer
(h)     An ability for the Applicant to scan, attach and send files
(i)     An email automatic acknowledgement, password request and application ID numbers
(j)     Automatic generation of thank you emails following submission of a Grant application
(k)     Response emails to the Applicant in regard to the outcome of their application
(l)     Databases to store all application information and the above stated contents
(m)     Databases are searchable and are able to generate a range of reports for Customer and BAL
(n)     A Company administration function that allows the setting of dates, Reponses, email addresses, information sharing, reporting, amending of company access, setting of passwords and amending of SRPs (strategic rating points) to score Applicants' requests
(o)     An online helpdesk facility for Applicants and Grant Users
(p)     A simple form product manual for the Customer addressing the processes and product management
(q)     A set of FAQs for Applicants, along with Privacy Policy wording.