

# 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 **MRA Securities (Private) Limited**, having its registered office at 739-741, 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. 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.
6. The agreement will be effective from July 1, 2015 to Jun 30<sup>th</sup> 2016.