

ALPHA TRACKER LICENCE AGREEMENT

1. By logging into Alpha Tracker you are agreeing to work within the terms of this document – the “Alpha Tracker License Agreement”.
2. Alpha Tracker[®] is a software product created and owned by Start Technology (Software) Ltd trading as Start Software and Alpha Tracker. Alpha Tracker[®] makes use of other software products from other suppliers (including SQL Server from Microsoft, Alpha Five/Alpha Anywhere from Alpha Software and Mobile Data Studio from CreativityCorp).
3. If you have 5 or fewer users, you can operate Alpha Tracker on a subscription basis under Start Software’s “Lo-Start” scheme. Once you have more than 5 users, Lo-Start is no longer applicable to your business and you must contact Start Software to discuss a more appropriate payment scheme.
4. If you qualify for the Lo-Start scheme, you must pay for one monthly subscription for each user of the system. You must pay for at least one subscription per month in order to continue using Alpha Tracker. You can vary the number of subscriptions (between one and five) at any time. If no monthly subscription is paid for a period of three months, Start Software may remove the Alpha Tracker software.
5. Alpha Tracker[®] is continually updated. We do not guarantee that Alpha Tracker[®] is free of bugs or errors – no software is bug-free. We do, however, work to an ISO 9001 quality-assured process of software development and attempt to reduce the number of software errors to an absolute minimum.
6. Start Software provide a comprehensive support service under the terms of the agreement here <http://start-software.com/about-us/legal/support-maintenance/> at a price agreed with Start Software. The support fee for Lo-Start customers is included in their monthly subscription; other customers pay an annual support fee. If you do not pay for support we cannot guarantee to help you if and when you have problems.
7. If you have active Lo-Start subscriptions OR an active support contract you are entitled to all published Alpha Tracker[®] software updates.
8. We have the ability to include bespoke modifications within Alpha Tracker[®] and you should contact Start Software to discuss your requirements if this is of interest to you.
9. Alpha Tracker[®] automates or semi-automates the production of many types of report output. It is the customer’s responsibility to check all outputs from Alpha Tracker (including, but not limited to, quotations, order confirmations, asbestos reports, lab certificates and invoices) for accuracy. If errors are reported to Start Software they will be logged, investigated and (where possible) resolved. Using this software does not mean that all system output will be perfect; it is absolutely essential that all documents produced by the system are checked by the customer before issuing to clients.
10. It is the customer’s responsibility to ensure that all system data is backed up securely and regularly. This data should include the SQL Server database file and ALL Alpha Tracker associated documents including report templates and project folders. Start Software does not hold any backups of customer data and cannot help if data is lost from a customer’s server and needs to be restored.
11. Start Software does not guarantee that Alpha Tracker will operate at an effective speed on all servers. If there is any doubt, the customer should ask for a server specification to be checked before the software installation begins.

12. Start Software will not share data, user IDs, passwords, report templates or other customer-owned information with other Alpha Tracker[®] users. However, software suggestions and ideas made by one customer may be shared with others with the customer's permission. This idea-sharing is there for the benefit of all Alpha Tracker[®] users.

13. Start Software will keep and maintain a list of suggestions for software improvements. It is Start Software's right to decide which developments have priority and whether a development is completed at all.

14. Alpha Tracker is designed to work on a wide variety of PCs, laptops, tablets and smartphones but we cannot guarantee that it will work correctly on your choice of hardware. If there is any doubt, it is the customer's responsibility to check compatibility before purchase.