



# Surf Easy Customisation Policy

Our pricing and policies on the ongoing development of Surf Easy and specific client development requests.

[arinda.com.au](http://arinda.com.au)

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## Software Updates

Surf Easy products are always being improved and enhanced under an on-going development programme, aimed at ensuring the long term viability, compatibility, security, and market-relevance of the Surf Easy product line.

This ongoing development includes bug fixes, process improvements, and some basic new features and functionality. It also includes changes that are required to ensure compatibility with Windows Updates.

These general improvements and changes are released as version updates, and made available online for clients to update their devices. These updates are usually released quite frequently, and are free for clients to update their devices. If a client wants Arinda to install the update on their devices for them then the time take to complete the installation will be deducted from their support plan cap.

Arinda also has a Beta testing version of the latest update available to clients before an official release of any update. Clients can elect to download the Beta version of an update if they want to access or test the future update release.

## New editions and products

More substantial changes, such as new services, new features, entire re-writes, and new screens, will be released as new editions (rather than updates). New editions are usually required whenever Microsoft releases a new operating system, such as the upcoming release of Windows 8.

These new editions will be separately licensed as a new product, and clients will have the option to upgrade to the new edition for a certain licence fee. These new editions will typically be released every one to three years.

## Development requests

Clients may request new features be added, changes made, or that the Surf Easy products be made compatible with certain hardware, such as particular coin acceptors, access points, printers, or other peripherals.

If Arinda determines that the feature or change being requested by the client will benefit the majority of other clients using that product, then Arinda will consider adding the request to the development list for inclusion in a future version or edition of the software, and the development will be completed for free, at no cost to the client.

However, any change requests or new feature requests from a client that will not be widely used or benefit a majority of other clients will not be developed for free. (For example, a client who wants Surf Easy to work with a particular coin or note validator, or CAS to work with a particular third-party access point or managed switch.) In those cases, clients can instead choose to pay for the change or feature to be developed. As an alternative to charging a fee for development, Arinda may instead stipulate a minimum number of product licences that must be purchased in order for the development.



## Development pricing

The following pricing applies to any programming or development work requests:

<b>Programming</b> <i>VB6, VB.NET, C, C#, ASP, PHP, Java, scripts</i>	\$250 per hour
<b>Database work</b> <i>Microsoft SQL Server, MySQL, SQL Express</i>	\$250 per hour
<b>Graphic Design</b> <i>images, logos, wait screens, signage, etc</i>	\$125 per hour
<b>Web Design</b> <i>excludes programming work (see above)</i>	\$125 per hour
<b>Technical Assistance</b> <i>for clients not on a support plan. e.g. testing an access point to see if it is compatible with Surf Easy CAS.</i>	\$125 per hour (business hours) \$250 per hour (after hours)
<b>Proposal &amp; Documentation Assistance</b> <i>helping a client to complete a proposal document, project scope, quote document, or new installation assessment</i>	\$250 per hour

The above prices are in Australian dollars and include GST. They are subject to change at any time.

In most cases Arinda will be able to provide a set-fee quote for development work. Please call or email for a quote.

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