

Software Care Plans

Maintenance, monitoring and ongoing support for software developed or managed by Stellarix Systems.

SOFTWARE CARE

Essential software care

For business applications that need reliable maintenance and occasional changes.

R999 / month

Application monitoring	Included*
Dependency & security maintenance	Included
Minor changes & support	60 min / month
Qualifying Bug fixes	Uses allowance
Support priority	Standard
Software / data backups	Daily - 30 days*
Major features / upgrades	Quoted separately
Third-party remediation	Assessed / quoted

SOFTWARE CARE PLUS

More support & bug cover

For software that needs regular changes, priority support and qualifying Bug fixes.

R1,799 / month

Application monitoring	Included*
Dependency & security maintenance	Included
Minor changes & support	120 min / month
Qualifying Bug fixes	Unlimited*
Support priority	Priority
Software / data backups	Daily - 60 days*
Major features / upgrades	Quoted separately
Third-party remediation	Assessed / quoted

Plan terms

Included support time resets monthly and does not carry over. Plus unlimited Bug fixes apply only to qualifying Bugs and do not reduce the 120-minute allowance. Monitoring and backups apply where technically applicable. New features, major upgrades, migrations, redevelopment, infrastructure and substantial third-party remediation are quoted separately.