

| Contract Type | Description of Coverage |
|------------------------------------|---|
| Basic Software Support Plan | <p>1. 24x7 Telephone Support. Company shall, 24 hours a day, seven days a week, provide reasonable telephone support in the operation, planned maintenance and corrective maintenance of Equipment covered by the Agreement. Company does not warrant that telephone support alone will be sufficient to resolve Equipment issues.</p> |
| | <p>2. Remote Diagnostics Support. Company shall, subject to all necessary software, hardware and phone lines being installed at Customer's site, provide reasonable remote electronic (dial up, VPN, tunnel) support in the corrective maintenance of the Equipment. Company does not warrant that telephone support alone will be sufficient to resolve Equipment issues.</p> |
| | <p>3. Safety Updates. Company shall provide any travel, accommodation, labor and Software required to complete, at Customer's site between the hours of 8:30 a.m. and 5:00 p.m. local time, any Updates which Company determines are required to maintain safe Equipment operation. Company shall support the quantity of such Software licensed to Customer as of the date of this Agreement; later obtained additional licensed copies of the Software will be supported only upon further agreement of the parties.</p> <p>"Software" means software and/or firmware which is manufactured by and supplied to Customer by Company. "Update" means all modifications, changes and enhancements which Company elects to incorporate into and make part of the Software and does not separately price or market.</p> |
| | <p>4. Annual Performance Enhancing Updates. Company shall, upon Customer's request, provide any travel, accommodation, labor and Software required to complete, at Customer's site and between the hours of 8:30 a.m. and 5:00 p.m. local time, up to one performance enhancing Update per year for currently supported products. Company shall support the quantity of such Software licensed to Customer as of the date of this Agreement; later obtained additional licensed copies of the Software will be supported only upon further agreement of the parties.</p> <p>"Software" means software and/or firmware which is manufactured by and supplied to Customer by Company. "Update" means all modifications, changes and enhancements which Company elects to incorporate into and make part of the Software and does not separately price or market.</p> |
| | <p>5. Discount on Post Implementation Interface Support. Company shall provide the agreed upon discount from the customer's normal list price for any travel, accommodation or labor required to complete customer requested updates to the interfaces established between Spacelabs' products and peripheral third-party systems.</p> |