

Contract Type	Description of Coverage
<b>Enhanced Software Support Plan w/ PM</b>	<p><b>1. 24x7 Telephone Support.</b> Company will, 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><b>2. 24x 7 Accesses To IT Product Specialists.</b> Company product specialists will, 24 hours a day, seven days a week, provide enhanced telephone support for the corrective maintenance of IT Equipment covered by the Agreement. Company does not warrant that telephone support alone will be sufficient to resolve Equipment issues.</p>
	<p><b>3. Remote Diagnostics Support.</b> Company will, 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><b>4. Safety Updates.</b> Company will 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 will 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><b>5. Annual Performance Enhancing Updates.</b> Company will 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 will 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><b>6. Annual Performance Enhancing Updates to Hardware Equipment</b> Company will, 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 Software Update per year for currently supported Hardware that is connected to Intesys Clinical Suite (ICS). The Updates must all be performed during one visit to Customer site. If Customer requests Updates at a later date, Customer will be responsible for travel fees. Company will provide such Updates for Hardware licensed to Customer as of the date of this Agreement; later obtained Hardware will be supported only upon further agreement of the parties.</p>
	<p><b>7. Upgrade to Intesys Clinical Suite (ICS) 5.0</b> Company will provide 5.0 ICS Software with a 100% discount against a Customer order for licenses and remote implementation. Customers who desire Company to provide onsite implementation will be charged an additional fee as set forth in the relevant scope of work.</p> <p>"Upgrade" means all modifications, changes and enhancements that add features or functionality to Spacelabs' standalone software or firmware that Spacelabs separately prices and markets.</p>
	<p><b>8. 25% Discount on Post Implementation Interface Support.</b> Company will provide a 25% discount from the Customer's normal list price for any travel, accommodation or labor required to complete Updates to HL7 and 12 Lead interfaces.</p>
	<p><b>9. Remote ICS Preventative Maintenance</b> Twice yearly, Company shall ensure completion of system maintenance as specified in the ICS System Admin Guide and perform a remote system performance evaluation assessing and reporting comparative, CPU utilization, percentage disk times, disk transactions per second, network data volumes and network latencies.</p>

### Definitions

"Hardware" means monitors and modules manufactured by and supplied to Customer by Company.

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.

Upgrade" means all modifications, changes and enhancements that add features or functionality to Spacelabs' standalone software or firmware that Spacelabs separately prices and markets.