

CONTRACT TYPE	DESCRIPTION OF COVERAGE
<p>Diagnostic Cardiology</p> <p>Software Support Agreement</p>	<p>Capitalized terms not defined in this table are defined as set forth in the terms of sale applicable to this quotation.</p> <p>1. 8x5 Telephone Support.</p> <p>Company shall, eight hours a day, five days a week, provide reasonable telephone support in the operation, planned maintenance and corrective maintenance of Software covered by the Agreement. Company does not warrant that telephone support alone will be sufficient to resolve Software issues.</p> <p>2. Remote Diagnostics Support.</p> <p>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 Software. Company does not warrant that telephone support alone will be sufficient to resolve Software issues.</p> <p>3. Safety Updates.</p> <p>"Software" means (a) 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. Company shall provide any labor and Software required to complete, 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 Product operation.</p> <p>4. Annual Performance Enhancing Updates.</p> <p>Company shall provide Software required to complete 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>5. Discount on Post Implementation Interface Support.</p> <p>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>

CONTRACT TYPE	DESCRIPTION OF COVERAGE
<p>Diagnostic Cardiology Equipment Support Agreement</p>	<p>Capitalized terms not defined in this table are defined as set forth in the terms of sale applicable to this quotation.</p> <p>1. 8x5 Telephone Support.</p> <p>Company shall, eight hours a day, five 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> <hr/> <p>2. Safety Updates.</p> <p>"Software" means (a) 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. Company shall provide any labor and Software required to complete, 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.</p> <hr/> <p>3. Return to Depot Corrective Maintenance Coverage.</p> <p>Company shall, upon Customer's request and within Company's normal working hours, provide at Company's site any labor needed to complete required Equipment corrective maintenance. Customer agrees to promptly notify Company in writing or by phone of any Equipment failure which may require corrective maintenance and secure an RMA number to facilitate the Equipment's return. Customer shall be responsible for all freight and insurance charges in shipping the Equipment to Company; Company shall pay all return shipment costs.</p>