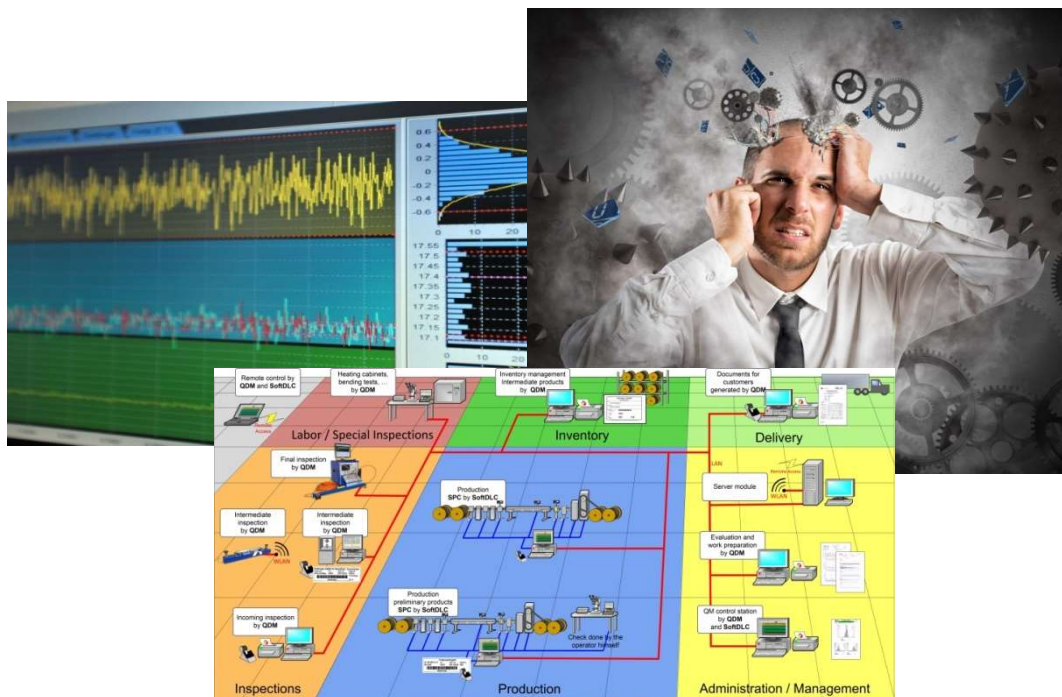


# Software service & maintenance agreement

Covering Test Device Control Systems and CIQ 3.0 (quality data management system)



## DESCRIPTION

The contract allow for continuous support and enables maximizing the return on investment. AESA offers optional services and maintenance contracts. These provide the user with multiple benefits enabling to achieve an optimal use of their CIQ 3.0 quality data management system and/or their measurement devices.

## KEY FEATURES

### Key advantages:

- Maintain the systems in continuous operation
- Ensure that latest software version is installed

### What is proposed ?

- Availability of latest program releases
- Most current documentation & help texts
- The latest standard reporting formats
- Troubleshooting support
- Preferential handling on specific feature requests
- Avoidance of expensive updating fees in case of software version update is required further to changes in Operating System or when inserting new or additional testing devices in the network
- When using CIQ: supply of test licenses for optimizing functionalities without affecting the “active production process”

### Support in case of:

- Problems occurring during the normal operation of the system
- For support when preparing measurement specifications and/or performing tests

### On-call services by:

- E-Mail, phone & remote on-line support
- Availability, on a priority basis, of qualified personnel for troubleshooting

### Reaction time:

- Feedback provided within the next 24 to 48 business hours
- Reaction time for on-site-services is maximum 3 days after finalisation of the problem analysis



AESA Cortailod

## The contract includes a package of services with many benefits and in particular:

- An annual **4 hours credit for remote services, email or telephone support**: those support hours shall prevent on-site visits of AESA engineers or the return of equipment for servicing to AESA's factory.
- **Free of charge supply of latest software releases** with bug fixes, improvements, new features (approx. twice a year).

## Scope of duties and services:

- For the resolution of problems occurring during the normal operation of the system or of the equipment and for support concerning the preparation of measurement specifications and/or the performance of tests, AESA is providing on-call services by following means: remote on-line, E-Mail and phone support.

### Realization:

- o AESA staff can be contacted by phone, e-mail etc. and will give consultative support.
- o Problem analysis is done via e-mail and/or other media. On-call duty or remote support will be provided without prior evaluation whether there is a fault or not.
- o Reaction time: AESA provides on-call duty during weekdays and normal office hours (CET). Reaction time for phone support is 8 hours maximum. Meaning: within that given time period a competent resource must have started the analysis of the situation and of the problems. A feedback about the analysis shall be provided within the next working day at the latest.
- o In case of questions and/or possible disturbances, the user will make his best efforts to find first internal solutions, support or advice before involving AESA. If AESA's support or consulting effort is exceeding the pre-agreed annual time due to user's own fault, the incurred additional efforts will be charged separately.
- Availability, on a priority basis, of qualified personnel for on-site troubleshooting (on-site-service must be expressly requested and ordered via a separate Purchase Order). Reaction time for on-site-services is maximum 3 working days in Europe (5 working days for the rest of the world) after finalization of the problem analysis.
- New program versions with the same main version number for all modules covered by the contract as well as appropriate documentation, help texts and standard report formats are provided free of charge. New releases shall be provided approximatively on a bi-annual basis.

## Other conditions:

- Invoicing of on-site service: if the user has required on-site services for troubleshooting, repair or other type of support, these services are invoiced in line with the AESA service tariffs.
- Additional remote consulting services for the preparation of the test plan or the performance of tests are invoiced in line with the AESA service tariffs. Additional services must be expressly agreed prior their performance and ordered via a separate written Purchase Order.
- Extensions of an existing system with new licenses and/or data modules are becoming automatically part of this contract at the time of their installation. The costs of the agreement shall be adjusted accordingly.
- Duration / termination of the agreement: without prior termination, the validity of the contract shall automatically be extended by one more year and this for an undefined amount of times. The contract can be cancelled in writing by any of the parties, six months before its expiry date.
- Involvement of contracting parties:
  - o The user is required to make sufficient data back-ups before each intervention of AESA on the complete system.
  - o User shall make available a network administrator before each remote connection by AESA in order to ensure proper access and rights onto the system.
  - o User will insure that key-users and responsible manager have received an adequate training in order to maintain and use the system.
  - o When applicable, the user will test new program versions ("updates") with all relevant modules intensively on a test system before its installation in the active production system.
  - o AESA is not responsible for condition and contents of the measurement data as well as for calculation results. Those values have to be verified by the user with adapted tests.
  - o If the system shall be connected to a network, the User will use exclusively the AESA's CIQ 3.0 data server module.
- By no means, AESA shall be liable for any consequential damages such as loss of production, loss of profit or any indirect losses.
- For any other points not above-mentioned, AESA's General Sales Conditions are valid.