

Available Support Packages	Basic Support 20	Premium Support 15	Premium Support 25	Premium Support 40	Premium Support 60
Provision of support infrastructure and support staff					
Support services not covered by the software maintenance contract, within the contingent of the respective support package					
Response time	 4 hours	 2 hours	 2 hours	 2 hours	 2 hours
Free of charge half-day (4h) workshop per year, conducted by a consultant					
Supervision by a project leader, preferably the project leader responsible for the project, depending on availability					
Amount of interface test packages for non-productively used Windchill environments (e.g. test system, quality system, training system)					
Hours can be carried over into the new year once					



#### **Terms and conditions of contract:**

- Innoface service packages can only be booked after go-live. Before that, all activities are to be settled through the project.
- The activation of a service package requires a written purchase order.
- With the written purchase order, the customer accepts the terms and conditions of contract for support packages of Innoface.
- Unless otherwise agreed, the contract begins on the date of the order.
- The term is at least 12 months.
- Notice of cancellation must be given 3 months before the end of the agreed term. If no notice of cancellation is given, the contract is automatically renewed for a further year according to the most current prices.
- The transfer of unused hours, including the workshop hours, to the following year is only possible with the premium support packages. In the basic support package, unused hours expire at the end of the term. Unused hours in the premium package may only be carried over once to the subsequent year. Unused hours automatically expire after the end of the term in the following year.
- The services provided by the support package can only be used between 8 a.m. and 5 p.m. on weekdays.
- Payment of the annual price for the support package is due at the latest at the beginning of the term.
- A refund is not possible.
- Work that exceeds a scope of four hours must be offered and ordered separately.
- Any foreseeable and planned activities must be ordered separately.
- The support package is limited to the contingent of hours included in the respective package.
- Only one support package may be ordered per year. If the contingent of hours of a support package is used up, an additional service contingent can be ordered.
- Hourly prices based on the support package are only valid within the support package. There is no right to order project hours at the same price.
- Travel expenses are not included.
- The half-day workshop (on-site) may only be used in its entirety. Four individual workshop hours may be taken up remotely. Each begun hour of work will be booked in full as one hour.