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## NEWBASE Software Maintenance Contract

Make the most of your NEWBASE software by leaving support during the resolution of outages, as well as the maintenance and installation of updates & upgrades, in the hands of our experienced Support Team.

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### We won't leave you on your own

**Qualified Support** Should you encounter difficulties or problems in the usage of NEWBASE programs, our qualified Support Team will be only too pleased to help you over the phone, by e-mail or fax. Our Support Team works on the basis of defined processes in order to ensure qualified customer support. You can rest assured that we will respond within the reaction times specified.

**Service availability** Service is provided from Monday to Friday from 08:00 till 17:00. In each case, we will respond within the agreed time as per the Service Level Agreement. The resolution of the problem will be initiated as soon as possible.

Our team can react particularly efficiently and quickly if you make a remote access facility available.

**Service Level Agreements and remote maintenance** A Service Level Agreement of 4 or 8 hours requires the availability of a remote access facility (remote maintenance) via Internet or ISDN. Remote maintenance will furthermore save you additional travel and hotel expenses.

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### And we'll keep your system right up-to-date

You'll keep in step with the technological changes that are continuously advancing the system and you'll benefit from the further development of the system.

**Free updates** Software updates are free of charge under the terms of the Maintenance Contract.

**Special tariffs for upgrades** Upgrades which include major extensions of existing functionality will be offered to Maintenance Contract customers at a special reduction of 20%.

In the case where an update cannot be delivered on data storage media or via remote access, one installation (if necessary) at the customer's premises (in Germany) within the terms of the Maintenance Contract is of course free of charge - we only charge for the travel expenses.

If a platform is to be changed (hardware or operating system), we can offer to perform a migration at your premises.

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### **Software Maintenance deliverables**

Software maintenance comprises the service, software updates and upgrades. Upgrades which are part of software maintenance attract a discount of 20%.

**Service Levels**

- 15% = Guaranteed reaction time of 24 hours
- 18% = Guaranteed reaction time of 8 hours
- 21% = Guaranteed reaction time of 4 hours

***At NEWBASE, we believe that the Maintenance Contract is an ideal framework for a trusting and long-lasting partnership.***