

Download 9

| Cardiology Sentinel Software Support | Description of Service  |
|--------------------------------------|---|
|                                      | <p><b>1. 8x5 Telephone Support.</b><br/>           Company shall, 8 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 Equipment issues.</p>  |
|                                      | <p><b>2 Access To IT Product Specialists.</b><br/>           Company product specialists will 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><br/>           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 Equipment. Company does not warrant that telephone support alone will be sufficient to resolve Equipment issues. On site support will be provided at the discretion of Spacelabs UK Service team.</p>  |
|                                      | <p><b>4. Safety Updates.</b><br/>           Company shall provide any travel, accommodation, labour 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 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.<br/>           "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.</p> |