SCHEDULE 1

Management Software Maintenance Services

Schedule I - Service Charges Management Software Support	**HEIDELBERG ENGINEERING**

55 Marlowes, Hemel Hempstead, HP1 1LE

Switchboard + 44 (0)1442 502 330

Service	Service Charge	
	Description	**Mandatory Service Plan**
First Line Management Software Maintenance Training	Training of up to three nominated employees of the Buyer to carry out basic troubleshooting.	Implementation will include first line maintenance training. £110 per hour plus travel, ie, new employees
Management Software Administrator Training	Training the Buyer's personnel in using the goods.	Implementation will include first line maintenance training. £110 per hour plus travel, ie, new employees
Telephone Support	Fee charged for technical support provided by telephone.	Included. £110 per hour if contract lapses.
Remote IT Support	Fee charged for remote IT computer support. Requires internet access.	Included. £110 per hour if contract lapses.
Onsite IT Support	Fee charged for engineer to attend.	Not included. £110 per hour plus Travel.
Travel	Fee charged for travel to and from the location.	Not included. £110 per hour
Management Software Updates	Fee Charged for software updates. Patches - Includes fixes and changes. Provisioning only. Installation not included.	Portal download with remote support Included. Onsite installation quotation upon request
Management Software Upgrades	Fee charged for upgrades. Major upgrades of the software only (not hardware). Live time up date. New major versons and new functions (if not explicitly in quotation)	Portal provisioning download with remote support included. Onsite installation quotation upon request
Viewing Licence Updates	Fee Charged for viewing licence upgrades. Patches - Includes fixes and changes.	Portal provisioning download with remote support included. Onsite installation quotation upon request.
Data Transfer	Fee charged for transferring data onto new computers, platforms and servers.	Not included. £110 per hour plus Travel.
Data Recovery	Fee charged for the recovery or restoration of lost data if possible*	Not included. £110 per hour plus Travel.

*The Company shall use reasonable endeavours to recover any lost or corrupted Data, although such recovery is not always possible. In any event: (a) it remains the Buyer's responsibility
to back up the Data; and (b) the Company shall not be liable for any failure to recover the Data or for any loss or corruption of further data whilst providing that service

1 day = 8 hours including travel time

All prices are exclusive of VAT