

## SCHEDULE 1

### Service Charges – Maintenance Plans

Service Charge									
Service	Description	No plan	Warranty	Gold Maintenance	Gold Warranty	Silver Maintenance	Silver Warranty	Bronze Maintenance	Bronze Warranty
First line maintenance training	Training of up to three nominated employees of the Buyer to carry out basic troubleshooting	Not available	Training included upon installation	£497.50 per half day if necessary	Training included if necessary	£497.50 per half day if necessary	Training included if necessary	£497.50 per half day if necessary	Training included if necessary
User training	Training the Buyer's personnel in using the Goods	£95 per hour plus £150 call out fee and travel time	2 days training with the purchase of the system	½ day training included in Maintenance Fee as standard. Thereafter £55 per hour.	£55 per hour and a maximum fee of £55 for travel time.	½ day training included in Maintenance Fee as standard. Thereafter £55 per hour.	£55 per hour and a maximum fee of £55 for travel time.	£55 per hour and a maximum fee of £55 for travel time.	£55 per hour and a maximum fee of £55 for travel time.
Annual preventative maintenance visit	The first annual preventative maintenance visit shall take place within 12 Months of the expiry of the Sale Warranty and thereafter once a year throughout the term	Not available	N/A	Included	N/A	Included	N/A	Included	N/A
Telephone Support	Fee charged for telephone support	Included	Included	Included	Included	Included	Included	Included	Included
Remote Support	Fee charged for remote computer support	£95 per hour	Included	Included	Included	Included	Included	Included	Included
Call outs	Fee charged for engineer to attend	£150	Included	Included	Included	Included	Included	Included	Included
Labour	Fee charged for labour per hour	£95 per hour	Included	Included	Included	Included	Included	£55 per hour	£55 per hour
Travel	Fee charged for travel to and from the location	£95 per hour up to 4 hours maximum	Included	Included	Included	Included	Included	£55 per hour up to 4 hours maximum	£55 per hour up to 4 hours maximum
Parts	Fee charged for parts used	Parts and Shipping chargeable	Included	Included	Included	Parts and Shipping chargeable	Parts and Shipping chargeable	Parts and Shipping chargeable	Parts and Shipping chargeable
Temporary loan units (as available)	If repairs cannot be carried out onsite, the Company will provide a Temporary Loan as available	£795 for the period of the loan	Included (as available)	Included (as available)	Included (as available)	£495 for the period of the loan (as available)	Included (as available)	£495 for the period of the loan (as available)	£495 for the period of the loan (as available)

	Service Charge								
Service	Description	No plan	Warranty	Gold Maintenance	Gold Warranty	Silver Maintenance	Silver Warranty	Bronze Maintenance	Bronze Warranty
Standard Software updates	Any software update excluding any chargeable upgrades, new versions, releases, software modules, additional functionality or new features	Software update delivered via customer portal included. £95 per hour for onsite installation	Included	Included during PPM	Software update delivered via customer portal included. £95 per hour for onsite installation	Included during PPM	Software update delivered via customer portal included. £95 per hour for onsite installation	Included during PPM	Software update delivered via customer portal included. £95 per hour for onsite installation
Viewing licence updates	The update of the viewing licence for each individual desktop system connected to the Goods	£95 per hour plus a Call Out charge and Travel.	First two license updates included. Thereafter: £95 per hour	First two license updates included in PPM. Additional software update delivered via customer portal included. Installation charged at £95 per hour plus call out charge and travel	Software update delivered via customer portal included. Installation charged at £95 per hour plus, call out charge and travel	First two license updates included in PPM. Additional software update delivered via customer portal included. Installation charged at £95 per hour plus call out charge and travel	Software update delivered via customer portal included. Installation charged at £95 per hour plus, call out charge and travel	First two license updates included in PPM. Additional software update delivered via customer portal included. Installation charged at £95 per hour plus, call out charge and travel	Software update delivered via customer portal included. Installation charged at £95 per hour plus, call out charge and travel
Data Transfer	Fee charged for transferring data onto new computers, platforms and servers	£95 per hour plus a Call Out charge and Travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel
Data Repair	Fee charged for the repair or restoration of lost data if possible*	£95 per hour plus a Call Out charge and Travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel	£95 per hour plus travel	£95 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**

## SCHEDULE 2

### Maintenance Fees and Extended Warranty Fees

*Such Maintenance Fees and Warranty Fees as set by the Company for the relevant Goods from time to time and as notified to the Buyer in writing.*