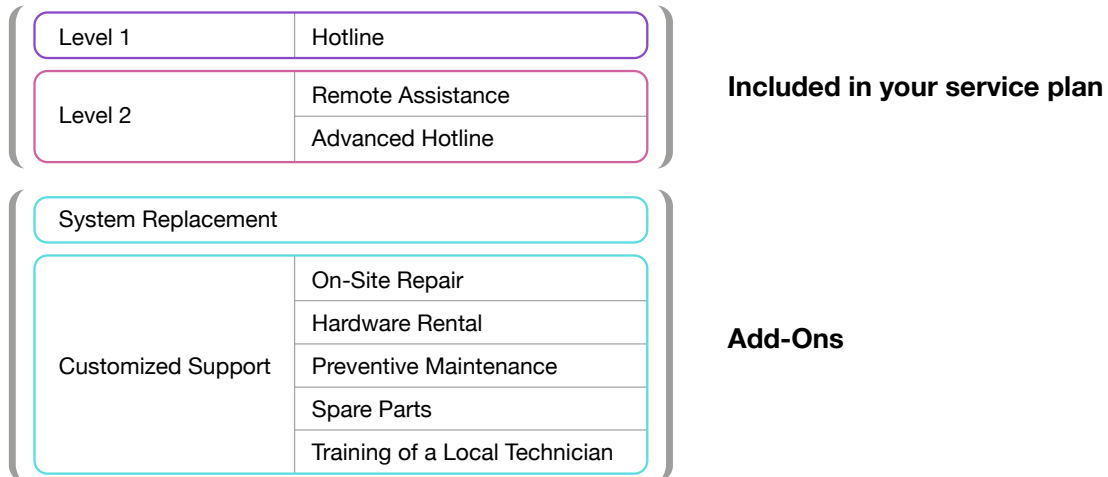

Maintenance & Support Services

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1. Overview



2. Level 1 Support

This is the initial support level aiming to solve basic issues. This support is ideally performed by a local IT technician from your organization through Atracsys' hotline. Atracsys phone operator will gather your request to determine your issue by analyzing the symptoms and figuring out the underlying problem.

Once identification of the underlying problem is established, the Level 1 technicians can begin sorting through the possible solutions. Usually straightforward and simple problems are handled this way. This includes troubleshooting methods such as verifying network connection, verification of proper hardware and software setup, as well as assistance with navigating around application menus. Level 1 technicians have a basic to general understanding of the product or service and may not always have the competency required for solving complex issues.

Level 1 hotline support (English or French spoken language) is available during open hours (9 AM to 6 PM Central European time GMT+1, UTC+1, from Monday to Friday, excluding Swiss and Canton of Vaud public holidays).

2.1 Hotline

If you need support, call +41 21 533 09 00 with all the details ready about your issue within opening hours (9 AM to 6 PM, from Monday to Friday, excluding Swiss and Canton of Vaud public holidays).

Remarks:

- Acknowledge time: within 2 working hours
- Response time: within 12 working hours

Charges:

- Included in your service plan

3. Level 2 Support

This is a more in-depth technical support. At this level, if the issue is related to Software, an Atracsys technician may provide remote assistance by connecting to your device via TeamViewer to analyse and correct the issue together with you.

3.1 Remote Assistance

Remote assistance allows Atracsys support team to directly access your device to help you diagnose and correct the issue.

Remarks:

- Remote assistance can be requested anytime if scheduled with Atracsys in advance
- Requires the system to be online and the availability of an on-site operator (if possible an IT-technician of your company)

Charges:

- Included in your service plan

3.2 Advanced Hotline

Advanced Hotline support is performed by an engineer with in-depth knowledge of your solution.

Remarks:

- Advanced Hotline Support can be requested anytime if scheduled with Atracsys in advance

Charges:

- Included in your service plan

Depending on the outcome of Level 2 Support, Atracsys may have to send a technician on-site to work on the issue or alternatively ship a spare unit (see section System Replacement).

4. Corrective Maintenance

4.1 Preparation

Prior to contacting Atracsys, the customer will gather necessary information to analyze the issue, such as:

- Problem description (how/when it happens, detailed description, impact on operations)
- Environment (Hardware, Operating System, Third Party Software, Software Version)
- Reproducibility (Configuration and instructions necessary to reproduce the error)

4.2 Criticality

The client will then prioritize the issue according to a 3-level scale:

Priority 1: Critical anomaly resulting in an impossibility to use the application

Priority 2: Major anomaly implying a disfunctioning of the application, but it's main use is not blocked

Priority 3: Minor anomaly covering non-critical issues

4.3 Response Time

Criticality	Critical Anomaly	Major Anomaly	Minor Anomaly
Acknowledge time	2 Business hours	2 Business hours	8 Business hours
Response time	1 Day	2 Days	5 Days

Please note that there is no limit on the number of Corrective Maintenance tickets that can be requested by the customer.

4.4 Special Conditions

Corrective Maintenance is not applicable in the following cases:

- Poor use of the tool by the customer
- Non-approved modifications to the system or part thereof
- External reasons, not limited to but such as:
 - Telecom / Electrical disfunctioning
 - Hardware malfunctions
 - Natural disasters

5. System Replacement

Atracsys offers a Return-For-Repair service agreement. In case your system requires service or replacement, the system should be sent to Atracsys. You will pay for the shipping (including insurance). If the product is under guarantee, Atracsys will take charge of the shipping back.

Atracsys reserves the right to replace individual parts or the entire system rather than repairing. All service parts removed from your system become Atracsys' property.

6. Customized Support

Customized support is a set of « à la carte » services fitting your business needs.

6.1 On-Site Repair

If your problem cannot be solved with Level 1/2 Support, Atracsys provides on-site repair services. Average response time is less than 2 business days. Delays for intervention vary according to the availability of replacement parts, their warranty status, and your location.

If the hardware cannot be repaired on-site, it will have to be returned to our repair center. Service time will depend on the severity of the breakdown, the availability of spare parts, and the shipping time.

Charges:

- Replacement parts are invoiced separately, unless under warranty
- Transportation expenses and accommodation are invoiced separately
- CHF 250.- base fee per intervention
- CHF 135.- per hour during intervention
- CHF 1.85 per kilometer during transportation (including driver/technician)

6.2 Hardware Rental

You can rent a replacement device with a 50% discount, if available.

6.3 Preventive Maintenance

In order to minimize the risk of your system being unavailable due to failures, Atracsys suggests at least one preventive on-site maintenance per year: in-depth verification of the system, inspection and cleaning, software updates and replacement of hardware parts if needed.

Atracsys will ask you about the performance of your system prior to the scheduled visit so that replacement parts can be ordered.

Charges:

- Replacement parts are invoiced separately, unless under warranty
- Transportation expenses and accommodation are invoiced separately
- CHF 150.- base fee per intervention
- CHF 135.- per hour during intervention
- CHF 1.85 per kilometer during transportation (including driver/technician)

6.4 Spare Parts

To be able to repair your system as quick as possible, you can buy spare parts of key components. These parts may either be stored in our repair center or at your premises.

6.5 Training of a Local Technician

An IT-technician from your company can be trained to perform Level 1 support, diagnostics, specific maintenance and common repairs.

Charges:

- CHF 135.- per hour during training
- CHF 1.85 per kilometer during transportation (including driver/technician)

Notice

Atracsys and/or third-party service providers may, at their discretion, revise their general and optional service and support programs and the terms and conditions that govern them. Atracsys has no obligation to provide service or support until Atracsys has received full payment for the respective products or services.

Annexes

Annex I: Technical Support - Contact Information

Address	Atracsys Interactive SA Route de Verney 20 1070 Puidoux Switzerland
Web	www.atracsys-interactive.com
Email	support@atracsys.com
Hotline	+41 21 533 09 00
Fax	+41 21 533 09 01

Annex II: Assistance Process

