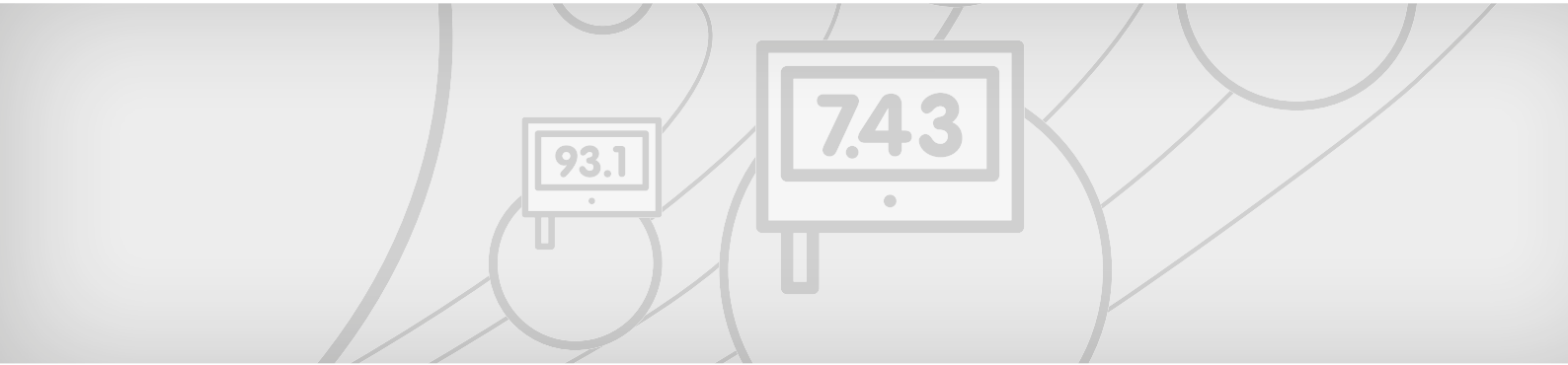


## RMS SLA OVERVIEW

For the On-Premise version of the Rotronic Monitoring System software.



RMS-SUPP-SLA	RMS- PREMSUPP-SLA	RMS- PREMPLUS-SLA	Phase	Service	Details
✓	✓	✓	Operation	Remote support via telephone, E-Mail and remote access to ensure an optimal running of the system.	From the installation to the retirement of the system.  <b>Important:</b> Only valid until the expiration of the Agreement.
✓	✓	✓	Operation	Firmware updates to ensure an optimal running of the system.	The firmware update is not compulsory.  <b>Important:</b> A firmware update will only be carried out with the consent of the end user.
	✓	✓	Modification and lifetime upgrades	Software bug fixes, software improvements and additional features are included within the software upgrades.	The software update is not compulsory.  <b>Important:</b> Please consult the RMS-CL documentation for a complete overview of the software modifications.
	✓	✓	Operation	Online software training.	A general online training will be offered (minimum twice a year, for each software release) for new hardware and software upgrades.  <b>Important:</b> The recipient of the E-Mail for the online training is the user declared in the software. This invitation can be forwarded internally.
		✓	Operation	System and event monitoring to ensure an optimal running of the system.	In order to carry out the system monitoring and event monitoring, it will be required to setup a user for Rotronic. A daily system reporting will be sent to Rotronic and should any events occur that require looking into Rotronic will duly inform the user.  <b>Important:</b> Warnings and alarms are not included.