

<b>CEMDAS Annual Support Contract Description</b>	
<b>Operation &amp; Maintenance Support</b>	Unlimited telephone support during Monitoring Solutions' normal business hours to answer questions relating to the operation and maintenance of your existing CEMDAS system.
<b>24/7 Emergency Telephone Support</b>	Unlimited telephone support for any emergencies which occur during or outside of Monitoring Solutions' normal business hours.
<b>Emergency On-Site Response Time</b>	A Monitoring Solution's Service Engineer will be on-site within 48 hours of the determination that on-site support is required (Field Services are charged in addition at our standard rates).
<b>Defect Repair</b>	Monitoring Solutions will correct and CEMDAS/CEMCON software defects reported during the contract term at no charge.
<b>Version Upgrades</b>	Support clients receive available software version upgrades at no charge during the term of the contract. These upgrades will include correction of defects discovered along with performance and feature upgrades.
<b>CEMDAS Training</b>	Once per year the Client may elect to have a Software Engineer visit the site and conduct a refresher course (2-3 hours) on the Operation and Maintenance of the CEMDAS System. Travel time and expenses are billed in addition at our standard rates.
<b>Field Service Discount on Travel Rates</b>	Service Contract clients receive a substantial discount on Software Engineer travel rates.
<b>Service Contract Terms &amp; Conditions</b>	
<ul style="list-style-type: none"> <li>• Travel time and expenses are charged in addition in accordance with our Standard Rate Schedule.</li> <li>• Delays caused by items out of Monitoring Solutions control will be billed in addition at our standard rates.</li> <li>• The contract proposed is based our Monitoring Solutions <i>Standard Terms and Conditions</i> and <i>Standard Rate Schedule</i>.</li> <li>• The client is expected to utilize Monitoring Solutions telephone support and make simple repairs before requesting emergency on-site support.</li> <li>• CEMDAS support is not available without the purchase of an annual support contract.</li> </ul>	