

SERVICE LEVEL AGREEMENT TERMS

MAINTENANCE SERVICES

Maintenance Services are referred to the SW maintenance services including:

- The provision of corrections and adaptations due to changes in the Tax regulations that affect the operation of the Software as far as the latest version of the Software is concerned
- Corrections for bugs identified in the latest version of the Software

The implementation activities for the above are not part of the standard obligations of Diastasy in the frame of the present.

HELPDESK SERVICES

Scope of Services

HelpDesk services provided consist of the Software support through Diastasy's Customer Response Center – CRC, as stated below:

- Receipt of users' support requests
- 2nd Level End-user Support
- Identification, categorization and forwarding to the appropriate internal support mechanism of the support requests
- Monitoring of the support process

HelpDesk Services are covering:

- Support on Operational and Usage issues of the Software
- Resolution of Software malfunctions and bugs. The bugs covered are the ones already identified by Software manufacturer. In the case of bug or malfunction that has not been identified from the software manufacturer, it is recorded and forwarded to the appropriate support mechanism for its resolution. Diastasy will monitor the progress of the bug resolution and will inform in accordance the customer. The time frame for the bug or malfunction resolution from the software manufacturer may vary and Diastasy will not be held responsible for any delays caused.
- Web Application malfunctions and Bugs. Bugs and malfunctions concerning functionalities implemented by prior Vendors will be fixed. The time required to fix those, will be subtracted from support prepaid hours. Bugs and malfunctions in functionalities implemented by Diastasy will be fixed free of charge.

In addition to the telephone support, Diastasy can provide support through remote connection to the system. Necessary precondition for the remote connection is the supply by the Customer of the connectivity to the system both concerning his infrastructure internet access as well as the proper network configuration of Customer premises.

In such case that the support request refers to faults caused by end-users' improper use, the CRC agent will provide all the necessary assistance for the fault resolution by the end-user.

If, however, it is requested that the fault remedy to be provided by CRC, this will be subject to additional charges which will be communicated and agreed prior to the activities' execution.

Support requests are treated during the time frame and in accordance to the priorities definition of the following paragraph:

SERVICE AVAILABILITY & PRIORITIES DEFINITION

Service availability

CRC Availability	09:00 to 17:00 h
Responding to questions	09:00 to 17:00 h
Processing errors	09:00 to 17:00 h
Processing system changes	09:00 to 17:00 h
On-site Services	09:00 to 17:00 h

Priorities Definition

For each support request received by the CRC, a proper priority-ID is assigned. For every specific assignment, it is taken into account the effect that the support request might have into the standard operation of the Software and the business effect for the customer.

Priority id is assigned by the CRC and is in accordance to the following table:

<i>Description</i>	<i>Priority</i>	<i>Response time*</i>
A report of " very high " priority is justified if normal business operations may suffer very serious consequences. Work where no delay can be tolerated cannot be performed. This is the result of a complete failure in key functions of the Software. The report requires immediate processing since the fault can result in considerable losses.	1	4 H
A report of " high " priority is justified if normal business operations may suffer serious consequences. Necessary work cannot be performed. This is the result of a Software system function, which is urgently required in the current situation either failing or experiencing a fault. The report requires prompt processing, since any protracted malfunction can result in serious disruption to the entire production operation.	2	6 H

A report of " medium " priority is justified if normal business operations are impaired. This is the result of a faulty Software system function.	3	1 DAY
A report of " low " priority is justified if normal business operations are not impaired or are impaired only slightly. This is the result of a faulty Software system function which is not required on a daily basis or is used to only a limited extent.	4	2 DAYS

*response time refers to the working hours&days

Responsibilities

This section shows how the responsibilities are split between < customer> and the CRC in schematic form.

Call Center (CRC)	< Customer >	CRC
Processing inquiries (questions, errors)	<input type="checkbox"/>	
Processing inquiries (system changes)		<input type="checkbox"/>
Processing inquiries (periodic tasks)		<input type="checkbox"/>
Accepting and assigning inquiries ("Open Ticket")		<input type="checkbox"/>
Tracking inquiries ("Track Ticket")		<input type="checkbox"/>
Concluding inquiries ("Close Ticket")		<input type="checkbox"/>

Helpdesk support (end-users) (1st level support)	< Customer >	CRC
Provision of all relevant information	<input type="checkbox"/>	
Responding to questions		<input type="checkbox"/>

Error analysis		<input type="checkbox"/>
Processing of program errors		<input type="checkbox"/>
Forwarding to error processing stage (2 nd level support)		<input type="checkbox"/>
Recommendation for measures		<input type="checkbox"/>
Evaluation of recommendation and approval / commissioning of system changes	<input type="checkbox"/>	

Helpdesk support (key users / customer support officer) (2nd level support)	< Customer >	CRC
Provision of all relevant information	<input type="checkbox"/>	
Responding to questions		<input type="checkbox"/>

Error analysis		<input type="checkbox"/>
Processing of errors at Microsoft Business Solutions		<input type="checkbox"/>
Tracking the progress of error treatment at MBS		<input type="checkbox"/>
Recommendation for measures (estimated outlay)		<input type="checkbox"/>
Evaluation of recommendation and approval / commissioning of system changes	<input type="checkbox"/>	

System changes	< Customer >	CRC
Approval of measures (<i>call-off from budget</i>)	<input type="checkbox"/>	

Performing changes on development system		<input type="checkbox"/>
Testing changes on development system		<input type="checkbox"/>
Approval for quality assurance system		<input type="checkbox"/>
Quality assurance test	<input type="checkbox"/>	
Acceptance testing of performance	<input type="checkbox"/>	
Approval for production system	<input type="checkbox"/>	
Transfer to production system		<input type="checkbox"/>
Acceptance testing in production system	<input type="checkbox"/>	