

**Annex No. 1 to the Contract No. 035/OS/2023  
SPECIFICATION OF THE MAINTENANCE**

**SMA PACKAGES**

<b>Privilege of SW Upgrade(s)</b>		<b>Special privilege for Premium CUSTOMERS to meet the latest development of JURA.</b>			<b>Basic</b>	<b>Classic</b>	<b>Premium</b>
<b>Privilege of SW Upgrade(s)</b>	● <b>SW Update(s) with Add-on(s)</b>	Provision of SW update(s) with additional new features/tools, which otherwise will be released in the future SW version only. Thus, the CUSTOMER will enjoy JURA's latest development(s) before its official release in framework of the new SW version.	X	X	O		
	● <b>SW version Upgrades</b>	The CUSTOMER will receive the new SW versions regularly as the same are officially released by JURA to the market.	X	X	O		
	● <b>User Manual</b>	Provision of the SW User Manual with up-to-date content, which supports the CUSTOMER to use the new features/tools provided by the SW Update(s) with Add-on(s) or SW version Upgrades.	X	X	O		
<b>On-Site Support</b>		<b>Support service at the CUSTOMER's premises</b>					
<b>On-Site Support</b>	● <b>Annual consultation</b>	On-site SW support, design consultation on optimal use of the SW and review of CUSTOMER's operation of the SW. For this purpose one expert of JURA's Support/Design Department will visit each installation site of the CUSTOMER once a year at an agreed date for a period of 4 (four) working days free of charge.	X	X	O		
	└● <b>Additional consultation</b>	If the CUSTOMER needs extra days over the annual 4-day consultation mentioned above, JURA shall, upon written order of the CUSTOMER, provide such extra on-site service(s) against payment by the CUSTOMER of a fee of EUR XXX for each commenced working day and EUR XXX for each commenced travel-day of JURA's expert, plus travel and accommodation costs associated therewith.	Full price	Full price	50% discounted price		
<b>Online Support</b>		<b>Remote support service mainly by emails through XXX</b>					
<b>License &amp; SW installation</b>	● <b>SW license code support</b>	Provision of the annual SW license code and license activation guide. Re-issue of the annual SW license code (when the CUSTOMER has new workstation(s), new time set, new HW parts, etc.)	O	O	O		
	● <b>SW dongle key support</b>	Provision of the SW license key installation guide. Advising on unlocking the dongle, handling of time sync issues.	O	O	O		
	└● <b>SW dongle key replacement</b>	In case of damaged dongle key, JURA will send the new dongle key by DHL at its own costs.	X	O	O		
	● <b>SW installation assistance</b>	Provision of a downloadable SW installer and the relating installation guide.	X	O	O		
	└● <b>SW Remote installation</b>	Remote SW installation during CUSTOMER's business hours via 'TeamViewer' application.	X	X	O		
	└● <b>Installation DVD replacement</b>	In case of damage or loss of the SW, JURA will send a new installation DVD by DHL at its own costs.	X	X	O		
<b>SW technical support</b>	● <b>Troubleshooting</b>	When the CUSTOMER faces a SW error, JURA will try to diagnose it and suggest a workaround therefor, if any.	O	O	O		
	└● <b>SW Updates after bug-fix</b>	Whenever a bug fix is developed to cure a SW error, a new SW Update will be provided (approximately, twice a year). Such SW Update will be issued basically only for SMA customers with a Classic or Premium Package, except if the bug is a critical one and there is no work-around for that in framework of the then current SW version.	X	O	O		
	● <b>SW usability assistance</b>	Assisting the CUSTOMER with use of the SW in a correct way, like explanation of filters, menus, tools and also provision of comprehensive advice in particular cases (e.g. how to build up the design structure, how to combine features, etc.)	X	O	O		
	● <b>Priority support</b>	The CUSTOMER will receive response within 1 (one) business day.	X	X	O		