



MAINTENANCE AND SUPPORT

CONTRACT NO: V797P-4474A

SILVER LEVEL SERVICE-AUTO PACK (OS-PAC)

Talyst offers a comprehensive support package called **Silver-Level Support**. Silver-Level Support costs \$18,000.00 per year or \$1,500.00 per month payable a month in advance and will include the following:

- Support will be provided from 7:00 am to 7:00 pm, Local Time, Monday through Friday, excluding any holidays observed by Talyst. Holidays observed: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving and Christmas Day. Talyst reserves the right to change observed holidays with prior notice.
- Talyst will provide technical assistance with respect to the Equipment and Software by telephone. Talyst may, in its sole discretion, provide support by remote access through dial-ins or high-speed access to the server Equipment on which the Software is operating and/or on-site at the applicable Installation Site.
- Customer will be responsible to first determine whether or not the Equipment requires any maintenance services. Talyst will, as soon as practicable after Customer's service call in this respect, perform any repair or replacement it determines, in its sole discretion, is necessary or useful to restore the Equipment to good operating condition. Customer may request Talyst to provide support outside Silver-Level Support hours under the condition that it has first agreed to pay Talyst for such support in accordance with Talyst then current rates for services performed outside such hours. All parts furnished in connection with repairs and maintenance will become components of the Equipment.
- Support calls will be responded to by Talyst by phone within four (4) business hours during Silver-Level Support hours; if the support call is determined to be mission-critical, Talyst will escalate and/or address within one business day (including, if appropriate, by providing on-site support within the one business day).
- Includes any bug fixes, patches and modifications to the Software for which Talyst does not typically charge a fee, on an as available basis.
- Includes on-site preventive maintenance visits every six months for each item of Equipment.



GOLD LEVEL SERVICE – AUTOPACK – (OS-PAC)

At the Customer's option, premium service is available at an optional additional charge and is called **Gold-Level Support**. Gold-Level Support costs \$24,000.00 per year or \$2,000.00 per month and will include the following services, in addition to Silver-Level Support listed above:

- Support will be provided 24 hours a day, 7 days a week, and 365 days a year.
- Support calls will be responded to by Talyst by phone within four (4) hours; if the support call is determined to be mission-critical, Talyst will escalate and/or address within 24 hours (including, if appropriate, by providing on-site support within 24 hours).