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# SUPPORT CONTRACT

between

## Customer

*the party named as the Customer in the Schedule 2*

and

## Contractor

*the party named as the Contractor in Schedule 2*

Version: 1.0e

Support Contract No.: **AXXXXXXXXX**

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## **1 The Contract**

### **1.1 Subject matter**

Under this support contract, in the following referred to as the Contract, the Contractor will provide basic services and support services.

These services shall help the Customer to ensure maximum availability and reliability of the installed and commissioned plant and equipment as well as of the implemented software applications. Furthermore, these services are an essential prerequisite for expanding and upgrading the plant or equipment at later time.

Under this Contract, the Contractor shall maintain an appropriate organisation and ensure the provision business processes and resources with appropriate qualifications and know-how to provide the basic services and support services and to support the Customer expanding and upgrading the plant or equipment at any time.

This Contract shall govern the rights and obligations of the parties.

### **1.2 Services**

The services to be provided by the Contractor under this Contract are:

1) Basic Services

- Account management
- Service Desk operation
- Ticket system operation
- Spare parts supply

2) Support Services:

- Standby operation
- Troubleshooting

### **1.3 Scope of the Contract**

Under this Contract, the Basic Services and the Support Services shall be provided exclusively for the plant, equipment and implemented software applications as defined in Schedule 3 and together hereinafter referred to as the Installation.