

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

SMA PACKAGES

Privilege of SW Upgrade(s)			Special privilege for Premium CUSTOMERS to meet the latest development of JURA.	Basic	Classic	Premium
	● SW Update(s) with Add-on(s)	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
	● SW version Upgrades	The CUSTOMER will receive the new SW versions regularly as the same are officially released by JURA to the market.		X	X	O
	● User Manual	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
On-Site Support			Support service at the CUSTOMER's premises			
	● Annual consultation	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
	└● Additional consultation	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 1,200 (one-thousand-two-hundred Euros) for each commenced working day and EUR 600 (six-hundred Euros) for each commenced travel-day of JURA's expert, plus travel and accommodation costs associated therewith.		Full price	Full price	50% discounted price
Online Support			Remote support service mainly by emails through support@jura.hu			
License & SW installation	● SW license code support	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
	● SW dongle key support	Provision of the SW license key installation guide. Advising on unlocking the dongle, handling of time sync issues.		O	O	O
	└● SW dongle key replacement	In case of damaged dongle key, JURA will send the new dongle key by DHL at its own costs.		X	O	O
	● SW installation assistance	Provision of a downloadable SW installer and the relating installation guide.		X	O	O
	└● SW Remote installation	Remote SW installation during CUSTOMER's business hours via 'TeamViewer' application.		X	X	O
	└● Installation DVD replacement	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
SW technical support	● Troubleshooting	When the CUSTOMER faces a SW error, JURA will try to diagnose it and suggest a workaround therefor, if any.		O	O	O
	└● SW Updates after bug-fix	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
	● SW usability assistance	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
	● Priority support	The CUSTOMER will receive response within 1 (one) business day.		X	X	O