
SUPPORT CONTRACT

Subtitle (if necessary)

between

Client

Client name

Address

CIP City

Country

the party named as the CLIENT hereinafter,

and

Contractor

JAG Jakob Ltd

Industriestrasse 20

CH-2555 Brugg

Switzerland

the party named as the CONTRACTOR hereinafter.

Support Contract No.:

AXXXXXXXXX

Version:

0.02

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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 with the purpose to investigate and rectify faults and restore the functional capability of the INSTALLATION in the event of breakdown, fault or significant decrease in performance.

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 CLIENT expanding and upgrading the INSTALLATION at any time.

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 Organisation
 - Troubleshooting

1.3 The INSTALLATION

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.