**Remedy IT**

**Support conditions for Remote Support (RS)**

**Remedy IT** delivers several types of remote support (RS) contracts so that you can select the best option for your project.

**RS is intended for the following type of activities:**
- bug fixing / problem resolution not requiring major redesign
- (relatively) small functional enhancements and extensions
- development support (i.e. supplying building, coding, optimization information, example / prototype implementations) on supported platforms

**RS_Year**:

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|---|---|
| Number of hours | : minimum of 40 hours and maximum of 120 hours |
| Invoice | : at the receipt of the purchase order |
| Payment terms | : 30 days by wire transfer |
| Initial response time | : within 3 working days; excluding vacation periods |
| Validity | : 1 year after start of the contract, hours are not transferable to the next year and not refundable |

**RS_Month**:

| | |
|---|---|
| Number of hours | : minimum of 24 hours per month |
| Invoice | : at start of the contract for the total amount or 12 monthly payments |
| Payment terms | : 30 days by wire transfer |
| Initial response time | : within 2 working days for contracts between 24 to 60 hours per month; excluding vacation periods within 1 working day for contracts with more than 60 hours per month; excluding vacation periods |
| Validity | : 1 year after start of the contract, hours are not transferable to the next month and not refundable |

**RS_SLA:**

This contract type is mainly aimed at projects that are using a specific product version and want to freeze that for a longer period of time.
- support with a Service Level Agreement for your specific version of the product
- version management including patch management
- guaranteed response times within a working day; excluding vacation periods
- product upgrade management
- includes a pool of 100 support hours

| | |
|---|---|
| Invoice | : at start of the contract |
| Payment terms | : 30 days by wire transfer |
| Validity | : 1 year, hours are not transferable to the next year and not refundable |

For all these contracts it is necessary to sign a support contract which you can request by email from sales@remedy.nl.

Structural additions and alterations of software as well as platform porting are not covered by our RS contracts. In case the classification is not clear, Remedy IT reserves the right to classify an activity as non-RS. Activities classified as non-RS require a custom support contract. On-site support when using a RS_Year, RS_Month, or RS_SLA contract requires a custom support contract.

The NLdigital terms and Conditions, filed with the Dutch court Midden-Nederland, location Utrecht, apply to all our offers and contracts. These terms and conditions are attached hereto. You hereby agree that these terms and conditions are sent to you in electronic form. At your request we will send you these terms and conditions again free of charge.