



ASTER's Software Maintenance

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ASTER Technologies S.A.S. with assets of 500 000 euros • 391 892 979 RCS Rennes • APE 7112B

1 TECHNICAL PROPOSAL

ASTER Technologies is committed to its customers and wants to ensure that they get maximum benefit from their investment. All software configurations come under a software maintenance contract.

The maintenance department provides the necessary assistance to our customers when they need it and also allows them to increase their skills, improve their efficiency and quality of their work.

A valid software maintenance contract includes the provision of services described below.

1.1 Working guarantee of the purchased products

This contract is a guarantee of the proper operation of the acquired software, for the original delivered versions.

1.2 Support

An experienced team is at your disposal to determine if a problem comes from:

- the installation, operation or use.
- the current project.
- For any questions, customers can obtain support by phone, email or web meeting.

Telephone support

Unlimited telephone support calls are provided during business office hours, Monday to Friday, excluding public holidays. The phone numbers are: +33 2 99 83 01 01, +44 1702 304810, +1 719 264 7698.

All software belonging to the TestWay, QuadView and Quad family are tools designed and developed by ASTER Technologies, which enables our support team to respond quickly to any questions.

Internet email

Users of our tools may also define their problems or queries via the Internet at the following address support@aster-technologies.com. This mode of communication allows users to send attachments to the support group. Our support team can view the documents, detect errors, return files by the Internet, or telephone the user if necessary.

Web meeting

An online meeting, desktop sharing, and video conferencing can be scheduled if necessary.

Limitations of Support

Limitations of the technical support are described below:

- The support does not replace training, it is reserved exclusively for TestWay, QuadView or Quad trained users.
- Support does not include site visits. If necessary, on-site support can be provided according to the criteria detailed below
 - Current hourly rate.
 - Travel expenses from ASTER Technologies premises to the customer site.

A quotation for on-site technical support will be provided on request. On-site support will be provided once the on-site support quotation has been accepted by the client.

1.3 New software releases

The software is constantly improved and adapted to the changing technical environment. During the term of the maintenance software contract, our customers are entitled to all software updates, without additional costs, for the license configuration purchased. It also includes modifications to new versions of operating systems currently supported: Windows Server 2003, 2008, 2012, 2016, 2019 and XP, Vista, 7, 8, 10, 11 on 32-bit and 64-bit.

Note: For any new features or performance improvements made to the software, ASTER Technologies reserves the right to determine if a change comes free, as part of software maintenance contract, or considered as new options which require an update of the license.

1.4 Evolution of the license configuration

The software maintenance contract offers customers the possibility to change their current license configuration through the acquisition of additional software options, at a limited cost for the selected options only.

1.5 Download

The website detailed below allows users to download new versions of the software.

<https://aster-technologies.com/en/support/>

2 FINANCIAL PROPOSAL

Refer to the enclosed financial proposal.

Software must fall under a current contract to order Software Maintenance contract (SMC). The amount of the SMC for a period of 12 months is calculated based on the cost of the license. In case of interrupted software maintenance, a software license upgrade (SLU) is required, within a maximum of 4 years after the contract lapsed. After 4 years, it is not possible to reinstate maintenance and it will be required to purchase a new license for the Software.

3 MULTI-YEAR CONTRACT AND REMIX

3.1 3-year contract

The option exists for a multi-year maintenance of a duration of 3 years, with a single payment or a payment each year. The amount of the order must cover the total duration of the multi-year contract.

The multi-year contract locks in today's price for 3 years and protects against annual price increases. The possibility still exists to remix the installation on a euro-per-euro basis, once, during the period, on the renewal anniversary.

3.2 Order during a contract

When a financial proposal is made to the client during the Multi-year contract period, the added modules **MUST** incorporate the maintenance cost to match the duration of the remaining contract period. The rule is as follows:

In order to harmonize all maintenance over the duration of the multi-year contract, any module purchased up to one year before the end date of the contract, will be offered including maintenance, at the time of purchase, for a period to the end of the contract.

4 GENERAL CONDITIONS

Period of validity	This proposal shall remain valid 2 months.
Delivery lead time	2 weeks after receipt of the order.
Payment terms	All orders should be sent to the ASTER office address listed in the header of the quotation.
Order address	Net 30 days. In accordance with the law 2008-776 of August 04, 2008, any delay of payment will see the application of interests of delay of a minimal value of 3 times the legal rate in force. In addition, a fixed indemnity of 40 € will be due for collection costs.
Warranty	Warranty period is 12 months. After the warranty period, a maintenance contract is proposed annually or as specified by the multi-year agreement.
Reservation of title	Title to the goods shall remain vested in ASTER Technologies S.A.S. and shall not pass to the Customer until the purchase price for the goods has been paid in full and received by ASTER Technologies S.A.S.