

## **Addendum to Siemens-Proposal related to SIMATIC SIPAT Maintenance Services**

**This document is part of the Siemens proposal no. .... from .... and will be used to determine the SIMATIC SIPAT Software service category, time zone and maintenance services options, specified in the Maintenance Services Technical Addendum to the Siemens proposal.**

At the same time details like contact persons and delivery address can be specified in this document.

### **Service Category, Time Zones**

*(please select on out of the three following service categories)*

**Standard-Support**

Standard Support: service organized 5 days per week (from Monday to Friday), in one of the three following Time Zones

- Asien [1:00 WEZ - 10:00 WEZ]
- Amerikas [14:00 WEZ - 1:00 WEZ]
- Europa [8:00 WEZ - 17:00 WEZ]

**Silver-Support**

Silver Support: 24 hours per day, 5 days per week (from Monday 00:00 GMT to Friday 24:00 GMT, including holidays)

**Gold-Support:**

Gold Support: 24 hours per day, 7 days per week including holidays

**Options**

*(please select your options)*

 **Option: Remote Support**

(section 5.4 in Maintenance Services Technical Addendum)

 **Option: Mature Products Support**

for: Product: ..... Version: .....

(section 5.5 in Maintenance Services Technical Addendum)

**License List (SIMATIC SIPAT Software)**

Number	MLFB	Description	License Number (if available)

**Customer Data****Contractual Main Contact Person (mandatory)**

Title: .....

Name: .....

E-Mail: .....

Phone:: .....

**Delivery Address for Software-Updates (mandatory)**

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**Company, doing First-Level-Support and authorised by the customer to submit a support request: (optional)**

Company Name: .....

Contact Person: .....

E-Mail: .....

Phone: .....