

## What are the advantages of a service contract?

Our software is subject to constant further development and improvement.

A new major version of the software is published on DVD or as a download on our server at least once a year. Customers with maintenance contracts will be notified automatically and will receive the download link on request. These major versions include ...

- all software corrections (bug fixes) since the last software version
- new functions, extensions and improvements to the software and available editions
- room-dependent software updates (e.g. when changing a government type)
- changes to the DVS
- The software maintenance fees are 15% of the current list price plus the applicable statutory sales tax.

In summary, their advantages of a service contract can be summarized as follows:

- innovation
- security
- value retention
- profitability
- cost control
- reduction of software downtimes

### Services of the service contract

- Maintenance of the current version and the previous version
- With each new major version and each new service pack, a detailed list of all fixed errors is offered in the protected download area. This list is only available to customers with a maintenance and support contract.
- Automatic delivery of updates (bug fixes, small program changes) of all programs in the program family for which the service contract was concluded (up to a maximum of three times per year, download via Dlubal extranet).
- Preferential treatment at the hotline support by email and telephone
- Discounts on future upgrades (larger, chargeable developments) of the main programs
- Telephone support and guaranteed, immediate callback if you cannot speak to one of our service technicians immediately
- Online support via internet video conference if required
- Discounts for advice and project management by our IFKI engineering team for complex problems that are beyond the capabilities of our software modules

All special tools according to the following list such as:

- highly complex planning (HCP) and dimensioning
- profilemaker
- material manager
- geo zone tool
- load assumptions according to SIA -261 and ASCE 7-10
- Parameter Export

are only available to customers with a **valid service**

Please note: In contrast to updates, upgrades are very heavily revised or completely new program versions. Upgrade jumps are not possible. This means that it cannot be updated directly from version 1.xx of a program to version 3.xx if a version 2.xx exists. All intermediate versions must be adhered to and purchased. With a service contract, you receive discounted upgrade conditions.

### **Service contract prices**

prices p. A.	
full version	1380,00 €
round container	1100,00 €
rectangular container (without HKP)	600,00 €
rectangular container (with HKP)	850,00 €

These prices apply regardless of the discounts granted by Simona.

## **Future service conditions for customers without a maintenance contract**

Service will be handled only by mail. The processing time can be up to 5 working days and is only done for bugs for which we are responsible.

If there are operating errors on the part of the user, advice is given by telephone. We charge € 30 for this service for every 15 minutes.

### **Setting of the support for version 1.0 and 2.0**

With the release of version 4.0, we will discontinue the support for version 1.0, 2.0 and 3.0. Bugs within the software for which we are responsible are not affected by the setting.