

The following services are part of the maintenance contract for GEFEG.FX:

- Updates of new sub-versions and full versions of GEFEG.FX software upon further developments, or incorporation of customers' suggestion.
- Depending on the GEFEG.FX variant and additional modules acquired, the Maintenance and Support Agreement covers the following services.
 - Delivery of new directories or standard data including the integration of available ISO codes or other internationally available codes.
 - Delivery of new and updated text descriptions of EDIFACT message types, corresponding to the international release status.
 - Standards and data models are updated whenever the issuing organization publishes a new official version of the standard.
- Updates via internet update or shipment of a data medium by regular mail.
- Free of charge correction of defects.
 - GEFEG will work to replicate the reported error and will inform the user within the response times shown in the table below when a solution will be available. GEFEG will take the necessary actions to resolve the reported problem within the affirmed time frame.
 - The Customer provides the written documentation, data and files relevant to the error situation for the bug fixing immediately within the scope of his obligation to co-operate.
- Email user support: Initial response within 24 hours during regular office hours in German or English language.
- Telephone user support during office hours in German or English language.
- Office days: Work days from Monday to Friday, 9:00 AM to 5:00 PM CET/CEST, except on public holidays in Germany.

Severity	Definition	Response Time	Resolution Goal
1	Slight impairment - An error in the software or functionality affects the performance of work slightly.	2 office days	As Soon As Possible, but no later than 60 office days
2	Workaround - An error in the software or important functionality affects the performance of work; a workaround for executing the work is available.	2 office days	As Soon As Possible, but no later than 10 office days
3	Showstopper - Work cannot be done or completed because of an error in the software or major functionality.	1 office day	As Soon As Possible, but no later than 3 office days

- The maintenance contract covers a period of one year, and is automatically renewed for an additional year unless terminated by written notice not later than seven calendar days before the end of the current contract period.
- The annual maintenance fees are payable in advance.
- After the initial 12 months maintenance fees may be amended for the first time. Customer will be notified 60 days in advance of any price increase.