

Description

Sifos Technologies' Tracking Service enables users of PSA-3000 instruments that are licensed to run the **PSE Conformance Test Suite for 2-Pair (802.3at, 802.3bt) and / or PSE Conformance Test Suite for 4-Pair (802.3bt)**, to freely access PSA software updates including routine updates to the licensed PSE Conformance Test Suites. Those updates are provided both "on demand" via access to the Sifos web site Customer Download facilities and proactively through Sifos distributed software releases including media and/or documentation.

Term

Tracking Service will be provided by Sifos Technologies over a specified period of one (1) or (2) year s commencing with the date of instrument shipment or Tracking Service renewal unless otherwise documented within Sifos' quotation and/or customer's purchase order to Sifos Technologies.

Tracking Service

Tracking Service allows customers who utilize the **PSE Conformance Test Suites** to remain current with all PSA software versions, including ongoing changes to the PSE Conformance Test Suites. The PSE Conformance Test Suites are dynamic and adaptive software systems that must continuously evolve in response to new variations of PSE hardware and firmware technology that are also evolving within many manufacturers. Often, new variations implement new interpretations of the 802.3at and 802.3bt specifications necessitating expanded adaptations in test methods. The PSE Conformance Test Suites are a major component in virtually every new release and sub-release of PSA software for the PSA-3000.

Tracking Service specifically provides:

1. Access to Customer Download facilities within the **www.sifos.com** web site for updates to PSA Software, PSA Firmware, and PSA Documentation.
2. Occasional major software release updates that include media, documentation updates, and/or release notes.
3. Ongoing interactive **Customer Application Support** with Sifos Technologies concerning PSE Conformance Test questions and analyses.

Customers who fail to renew Tracking Service are at risk of conformance testing PSE's with software and test methods that Sifos no longer supports. Additionally, these customers will not benefit from ongoing improvements and enhancements to PSA software and firmware.

General Limitations

Sifos Technologies makes no claims as to the frequency or degree of content associated with PSA Software releases over any particular period of time. Tracking service does not include services required to debug and troubleshoot defects or limitations in customer's products.

Customer Application Support

Customer Application Support will consist of one or more of the following elements:

1. Email and/or Telephone access to Sifos system expert.
2. Interactive support and problem resolution pertaining to Sifos Technologies software products.
3. Special, customer-specific software patches and software enhancements as required for solving software problems.
4. Customer consultation to address customer-specific application needs and issues.

Customer Application Support is provided on a best-effort basis with no absolute guarantee of response or problem resolution turn-around time.

Sifos Technologies' expertise is available during normal business hours, Eastern Standard Time (USA). Customer Application Support will be furnished in a professional manner in accordance with generally accepted standards for professional services within the computer and data processing industry.