

Schedule 1

iSCADA Managed Services Packages - Summary

Effective 1st August 2007

		Optional Value Added Services		
Managed Services	Self-Care	Managed-Care	Full-Care	Extended-Care
1	Number of users	Unlimited	Unlimited	Unlimited
2	Data Storage	Unlimited	Unlimited	Unlimited
3	Email Alerts	Free	Free	Free
4	SMS Credits/Alerts	1	1	Free
5	Off-site Technical support	Email, Phone	Email, Phone	Email, Phone
6	Sampling frequency & connectivity	Unlimited	Unlimited	Unlimited
7	iSCADA Account Management		Yes	Yes
8	System Event Management		Yes	Yes
9	User Event Management		Yes	Yes
10	Device communications cost		Inclusive	Inclusive
11	Monthly Reports		Yes	Yes
12	On-site Technical support		Yes	Yes
13	Warranty for iSCADA Devices*		Yes	Yes
14	Warranty for iSCADA sensors*			Yes

*These are life-time warranties as long as subscription to the respective Service Packages remain active

See detail specifications of each Service Package.

iSCADA Managed Services Packages & Fees

Effective 1st August 2007

Subscription to iSCADA eMaintenance and Hosted Data Acquisition services grants the customer a worldwide, royalty-free, non-assignable and non-exclusive licence to use the iSCADA software delivered through the web site www.devicesworld.net. Services delivered under the **Self-Care** package are defined below:-

Self-Care Package Specifications

- 1. Number of users**
Customer is assigned an iSCADA Administrator account with a unique Customer ID. Administrator may create unlimited number of user accounts under the same Customer ID. Each user account may be assigned specific access rights by the administrator.
- 2. Data Storage**
Devices and customer data are stored for an unlimited period of time. Historical data older than 3 years may be archived.
- 3. Email Alerts**
Unlimited Email alerts may be configured and delivered to unlimited number of users.
- 4. SMS / TXT Alerts**
Every alert sent out by the iSCADA server shall be charged 1 credit from the prepaid SMS account.
- 5. Off-Site Technical Support**
Unlimited email and telephone support. Email support response time is 1 business day and phone support is through our support hotline during business hours.
- 6. Analogue sampling frequency and Device-Server Connectivity**
All sampling frequencies, Device-Server communications and configuration options are available to all users and devices.
- 7. iSCADA Account Management**
iSCADA system administrator tasks like creation and management of users, user profile configuration, devices configuration, online calibration, instrument panel design, configuration & configuration changes, reporting & statistics set up are managed by the customer. Devices World does not monitor or manage these tasks on behalf of the customer.
- 8. System Event Management**
Server-Gateway and Gateway-Slave communications are constantly being monitored by the iSCADA server. In the event such communication failures are detected, a System Check Fail (SCF) and Slave Link Broken (SLB) event is created and alerts sent to configured users. Customer is fully responsible to act on these System Events. Devices World does not monitor or manage these events on behalf of the customer.
- 9. User Event Management**
When an active user event is detected and recorded at the iSCADA server, alerts are sent to configured users. Customer is fully responsible to act on these User Events. Devices World does not monitor or manage these events on behalf of the customer.
- 10. Device Communications Cost**
Devices may connect to the Internet through a variety of means, and the customer is responsible to maintain and pay for any communications cost. Devices World does not provide or maintain devices' Internet connectivity on behalf of the customer.
- 11. Monthly Reports**
Customer may generate unlimited reports online, but no manually generated reports shall be provided by Devices World.
- 12. On-site technical support**
On-site technical support and field services, whenever required shall be paid by the customer.
- 13. Warranty for iSCADA devices**
iSCADA devices (gateways, slave devices, modems, etc) are covered by a 1-year back-to-base warranty against defects in materials and workmanship from the date of delivery. Warranty does not cover damage due to lightning surge, abuse or misuse.
- 14. Warranty for iSCADA sensors & accessories**
Third party sensors or accessories connected to iSCADA devices, if supplied by Devices World, are covered by a 1-year back-to-base warranty against defects in materials and workmanship from the date of delivery. 1-year Warranty does not cover damage due to lightning surge, abuse or misuse.

Upgrade your service package to enjoy more value added services. Please contact sales@devicesworld.net for upgrades.

- Managed-Care Package
- Full-Care Package
- Extended-Care Package
- Total Facilities Management

iSCADA Managed Services Packages & Fees

Effective 1st August 2007

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Managed-Care Package Specifications

- 1. Number of users**
Customer is assigned an iSCADA Administrator account with a unique Customer ID. Administrator may create unlimited number of user accounts under the same Customer ID. Each user account may be assigned specific access rights by the administrator.
- 2. Data Storage**
Devices and customer data are stored for an unlimited period of time. Historical data older than 3 years may be archived.
- 3. Email Alerts**
Unlimited Email alerts may be configured and delivered to unlimited number of users.
- 4. SMS / TXT Alerts**
Every alert sent out by the iSCADA server shall be charged 1 credit from the prepaid SMS account.
- 5. Off-Site Technical Support**
Unlimited email and telephone support. Email support response time is 1 business day and phone support is through our support hotline during business hours.
- 6. Analogue sampling frequency and Device-Server Connectivity**
All sampling frequencies, Device-Server communications and configuration options are available to all users and devices.
- 7. iSCADA Account Management**
iSCADA system administrator tasks like creation and management of users, user profile configuration, devices configuration, online calibration, instrument panel design, configuration & configuration changes, reporting & statistics set up are managed by Devices World on behalf of the customer. The customer grants Devices World's support staff Administrator rights to the account.
- 8. System Event Management**
Server-Gateway and Gateway-Slave communications are constantly being monitored by the iSCADA server. In the event such communication failures are detected, a System Check Fail (SCF) and Slave Link Broken (SLB) event is created and alerts sent to Devices World's support staff. Devices World monitors and manage these system events on behalf of the customer. Devices World provides free off-site troubleshooting guide to help customer resolve any system events reported. Physical repairs to telecommunications infrastructure not provided by Devices World, if required, shall be paid by the customer.
- 9. User Event Management**
When an active user event is detected and recorded at the iSCADA server, alerts are sent to configured users. Customer is fully responsible to act on these User Events. Devices World does not monitor or manage these events on behalf of the customer.
- 10. Device Communications Cost**
Devices may connect to the Internet through a variety of means, and the customer is responsible to maintain and pay for any communications cost. Devices World does not provide or maintain devices' Internet connectivity on behalf of the customer.
- 11. Monthly Reports**
Customer may generate unlimited reports online, but no manually generated reports shall be provided by Devices World.
- 12. On-site technical support**
On-site technical support and field services, whenever required shall be paid by the customer.
- 13. Warranty for iSCADA devices**
iSCADA devices (gateways, slave devices, modems, etc) are covered by a 1-year back-to-base warranty against defects in materials and workmanship from the date of delivery. Warranty does not cover damage due to lightning surge, abuse or misuse.
- 14. Warranty for iSCADA sensors & accessories**
Third party sensors or accessories connected to iSCADA devices, if supplied by Devices World, are covered by a 1-year back-to-base warranty against defects in materials and workmanship from the date of delivery. 1-year Warranty does not cover damage due to lightning surge, abuse or misuse.

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- Full-Care Package
- Extended-Care Package
- Total Facilities Management

iSCADA Managed Services Packages & Fees

Effective 1st August 2007

Subscription to iSCADA eMaintenance and Hosted Data Acquisition services grants the customer a worldwide, royalty-free, non-assignable and non-exclusive licence to use the iSCADA software delivered through the web site www.devicesworld.net. Services delivered under this **Full-Care** package are defined below:-

Full-Care Package Specifications

- 1. Number of users**
Customer is assigned an iSCADA Administrator account with a unique Customer ID. Administrator may create unlimited number of user accounts under the same Customer ID. Each user account may be assigned specific access rights by the administrator.
- 2. Data Storage**
Devices and customer data are stored for an unlimited period of time. Historical data older than 3 years may be archived.
- 3. Email Alerts**
Unlimited Email alerts may be configured and delivered to unlimited number of users.
- 4. SMS / TXT Alerts**
Unlimited SMS alerts may be configured and delivered to unlimited number of users free of charge.
- 5. Off-Site Technical Support**
Unlimited email and telephone support. Email support response time is 1 business day and phone support is through our support hotline during business hours.
- 6. Analogue sampling frequency and Device-Server Connectivity**
All sampling frequencies, Device-Server communications and configuration options are available to all users and devices.
- 7. iSCADA Account Management**
iSCADA system administrator tasks like creation and management of users, user profile configuration, devices configuration, online calibration, instrument panel design, configuration & configuration changes, reporting & statistics set up are managed by Devices World on behalf of the customer. The customer grants Devices World's support staff Administrator rights to the account.
- 8. System Event Management**
Server-Gateway and Gateway-Slave communications are constantly being monitored by the iSCADA server. In the event such communication failures are detected, a System Check Fail (SCF) and Slave Link Broken (SLB) event is created and alerts sent to Devices World's support staff. Devices World monitors and manage these system events on behalf of the customer. Devices World provides free off-site troubleshooting guide to help customer resolve any system events reported. Physical repairs to telecommunications infrastructure not provided by Devices World, if required, shall be paid by the customer.
- 9. User Event Management**
When an active user event is detected and recorded at the iSCADA server, alerts are sent to configured users. Devices World provides free off-site management of User events. When abnormal user event patterns are detected, Devices World advises customers on possible causes and solutions, including threshold settings, calibrations and configuration changes. However customer remains fully responsible to act on these User Events.
- 10. Device Communications Cost**
Devices may connect to the Internet through a variety of means. Devices World maintains and pays for all Device-Server communications infrastructure provided by third parties (GSM, GPRS, VSAT, etc). For Devices connecting through the customer's infrastructure like PABX and Local Area Network, such infrastructure shall be provided and maintained by the customer. However, Devices World advises the customer in the event of communication disruptions and provides free off-site troubleshooting services to help restore the same.
- 11. Monthly Reports**
Customer may generate unlimited reports online at any time. In addition, Devices World provides a monthly summary report highlighting outstanding events, monthly KPIs, and analysis of down time contributors for the month. Reports are delivered electronically via email to customer's management by the first week of the following month.
- 12. On-site technical support**
Free on-site technical support and field services for all services covered by this Service Package. Other services, if required to address issues outside Devices World's area of responsibility under this Service Package shall be paid by the customer.
- 13. Warranty for iSCADA devices**
iSCADA devices (gateways, slave devices, modems, etc) are covered by a life-time comprehensive back-to-base warranty against all damages, including damages due to lightning for as long as the subscription remains active. Only exclusion is failure due to misuse or abuse.
- 14. Warranty for iSCADA sensors & accessories**
Third party sensors or accessories connected to iSCADA devices, if supplied by Devices World, are covered by a 1-year back-to-base warranty against defects in materials and workmanship from the date of delivery. 1-year Warranty does not cover damage due to lightning surge, abuse or misuse.

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- Extended-Care Package
- Total Facilities Management

iSCADA Managed Services Packages & Fees

Effective 1st August 2007

Subscription to iSCADA eMaintenance and Hosted Data Acquisition services grants the customer a worldwide, royalty-free, non-assignable and non-exclusive licence to use the iSCADA software delivered through the web site www.devicesworld.net. Services delivered under this **Extended-Care** package are defined below:-

Extended-Care Package Specifications

- 1. Number of users**
Customer is assigned an iSCADA Administrator account with a unique Customer ID. Administrator may create unlimited number of user accounts under the same Customer ID. Each user account may be assigned specific access rights by the administrator.
- 2. Data Storage**
Devices and customer data are stored for an unlimited period of time. Historical data older than 3 years may be archived.
- 3. Email Alerts**
Unlimited Email alerts may be configured and delivered to unlimited number of users.
- 4. SMS / TXT Alerts**
Unlimited SMS alerts may be configured and delivered to unlimited number of users free of charge.
- 5. Off-Site Technical Support**
Unlimited email and telephone support. Email support response time is 1 business day and phone support is through our support hotline during business hours.
- 6. iSCADA Account Management**
iSCADA system administrator tasks like creation and management of users, user profile configuration, devices configuration, online calibration, instrument panel design, configuration & configuration changes, reporting & statistics set up are managed by Devices World on behalf of the customer. The customer grants Devices World's support staff Administrator rights to the account.
- 7. Analogue sampling frequency and Device-Server Connectivity**
All sampling frequencies, Device-Server communications and configuration options are available to all users and devices.
- 8. System Event Management**
Server-Gateway and Gateway-Slave communications are constantly being monitored by the iSCADA server. In the event such communication failures are detected, a System Check Fail (SCF) and Slave Link Broken (SLB) event is created and alerts sent to Devices World's support staff. Devices World monitors and manage these system events on behalf of the customer. Devices World provides free off-site troubleshooting guide to help customer resolve any system events reported. Physical repairs to telecommunications infrastructure not provided by Devices World, if required, shall be paid by the customer.
- 9. User Event Management**
When an active user event is detected and recorded at the iSCADA server, alerts are sent to configured users. Devices World provides free off-site management of User events. When abnormal user event patterns are detected, Devices World advises customers on possible causes and solutions, including threshold settings, calibrations and configuration changes. However customer remains fully responsible to act on these User Events.
- 10. Device Communications Cost**
Devices may connect to the Internet through a variety of means. Devices World maintains and pays for all Device-Server communications infrastructure provided by third parties (GSM, GPRS, VSAT, etc). For Devices connecting through the customer's infrastructure like PABX and Local Area Network, such infrastructure shall be provided and maintained by the customer. However, Devices World advises the customer in the event of communication disruptions and provides free off-site troubleshooting services to help restore the same.
- 11. Monthly Reports**
Customer may generate unlimited reports online at any time. In addition, Devices World provides a monthly summary report highlighting outstanding events, monthly KPIs, and analysis of down time contributors for the month. Reports are delivered electronically via email to customer's management by the first week of the following month.
- 12. On-site technical support**
Free on-site technical support and field services for all services covered by this Service Package. Other services, if required to address issues outside Devices World's area of responsibility under this Service Package shall be paid by the customer.
- 13. Warranty for iSCADA devices**
iSCADA devices (gateways, slave devices, modems, etc) are covered by a life-time comprehensive back-to-base warranty against all damages, including damages due to lightning for as long as the subscription remains active. Only exclusion is failure due to misuse or abuse.
- 14. Warranty for iSCADA sensors & accessories**
All iSCADA hardware, including third party sensors or accessories supplied by Devices World, are covered by a life-time comprehensive back-to-base warranty against all damages, including damages due to lightning for as long as the subscription remains active. Only exclusion is failure due to misuse or abuse.

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