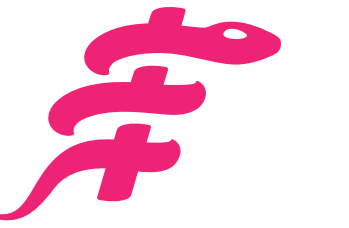


# Overview service packages planning solutions



Services	Software Maintenance Package**	Hardware and Application Support Package
Software updates & upgrades	✓	
Virtual technical assistance	✓	✓
Preventive maintenance inspection		✓
Priority access		✓
Repair onsite		✓
Spare parts*		✓
Data transfer maintenance (virtual & onsite)		✓
Application training for updates & upgrades		✓
Application support (virtual & onsite)		✓

\*If your Brainlab software is hosted on your existing hospital server infrastructure, spare parts are not included in the package.

\*\*Software Maintenance Package is either part of your software subscription or of your license support.