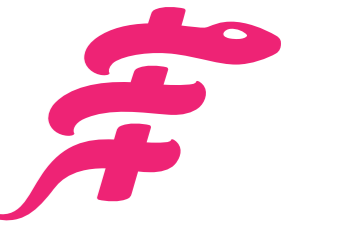


Overview service packages surgery



Services	Software Maintenance Package*	Hardware Support Package	Application Support Package	Premium Application Support Package
Software updates & upgrades	✓			
Virtual technical assistance	✓	✓	✓	✓
Preventive maintenance inspection		✓	(✓)	(✓)
Priority access		✓	✓	✓
Repair onsite		✓		
Spare parts		✓		
Data transfer maintenance (virtual & onsite)		✓		
Integration maintenance third party devices			✓	✓
Instrument repair & replacement			✓	✓
Application training for updates & upgrades			✓	✓
Application support (virtual & onsite)			✓	✓
O.R. assistance (virtual & onsite)			✓	✓

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

() not applicable for all packages

Conducted by your own clinical consultant,
who is permanently onsite