

H.R.Z. DEVPACK

Price Quote for OEM Customers

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1 H.R.Z. OEM DevPack Overview

H.R.Z. Software Service LTD offers its loyal customers an annual maintenance and support plan, **H.R.Z. OEM DevPack**. This plan is offered to H.R.Z. customers that have licensed our OEM Products, integrated our modules within their product and completed or are in final steps of completing their product development using our OEM modules and start deploying their product to their end customers.

The DevPack plan includes:

1. Maintenance and Support Service Level Agreement with agreed timely response to service calls.
2. Ongoing Software Updates to the licensed modules.
3. Free of charge Annual universal license key for internal use in: Development, LAB and Tests.
4. Support under this agreement includes the Source Code Package and all customers install base.
5. Access to H.R.Z.'s, soon to be released, Online Knowledge base, products support forums and online help.

2 Price Quote

Item	Price	Units	Unit Description	Total	Comments
H.R.Z. OEM DevPack	\$10,000	1/Year	DevPac Annual subscription fee	\$10,000	Annual payment starting at effective date of SLA.

2.1 Comments

- Prices are excluding taxes or VAT that may be applied.
- This proposal is valid for 30 days from its issue date.
- Payment terms: Net 30.

E&OE



3 Service Level Agreement

This section details the service level agreement offered within **HRZ OEM DevPack**.

This service level agreement offered hereto and is subject to payment of the annual service level agreement fees.

The service level agreement defines the service level and response times that supplier shall provide to the customer.

The procedure for requesting service is as follows:

- Customer must notify supplier about the problem with an e-mail sent to the following e-mail address: service@roniza.com.
- For Urgent and High severity service requests customer should also make a phone call or leave a voice message to +972-3-5443138.
- The severity must be clearly stated in the e-mail.

The supplier must reply to the e-mail according to the rules defined in the table below

SEVERITY	DEFINITION OF SEVERITY	ERROR CORRECTION START	TEMPORARY SOLUTION	PERMANENT SOLUTION	COST
Urgent	Customer must recall equipment due to error in our module.	24 Hours	72 Hours	5 Calendar Days	Supplier
High	Customer's customer cannot use equipment and Customer must stop shipment of new equipment due to error in our module.	24 Hours	5 Calendar Days	10 Calendar Days	Supplier
Medium	Customer's customer reports an error where there is a temporary workaround or limited loss of functionality and the error is due to error in our module.	10 Calendar Days	N/A	20 Calendar Days	Supplier
Low	Warnings due to conflicting DICOM connectivity. Minor errors that do not influence customer's daily use of equipment.	30 Calendar Days	N/A	60 Calendar Days	Supplier



Change	<p>A change request to the functionality of our module. Changes are handled according to <i>Customer Change Request Procedure for Changes</i>.</p> <p>Supplier must issue a proposal to customer before 20 days from the e-mail is sent from customer.</p>	N/A	N/A	N/A	Customer
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Error Correction Start The Business Day on which a Customer sent e-mail is received by Supplier following which Supplier commences error correction in accordance with the timetable above.

Temporary Solution The time from where the e-mail is sent by customer and to the supplier must deliver a temporary solution that can be used as a workaround for the customer's immediate problem.

Permanent Solution The time from where the e-mail is sent by customer and to the supplier must deliver a permanent solution that solves the customer's problem.

Cost Defines if customer or supplier is paying for the cost of the change in our module.

RESPONSIBILITIES OF CUSTOMER

The obligation of Supplier to provide the maintenance and support services pursuant to this SLA ("Services") is contingent upon Customer's cooperation and performance of the following obligations and conditions, at no charge to Supplier. In the event Customer fails to meet any of the following responsibilities, then Supplier's performance hereunder shall be excused:

- a. Integrate the Product in accordance with Supplier's instructions as set forth on the applicable documentation, or as otherwise provided in writing to Customer by Supplier's maintenance personnel ("Maintenance Personnel").
- b. Provide the Maintenance Personnel with reasonable access to the Product as well as to the data (e.g. DICOM files) and log files relating to the operation of the Product;
- c. Not allow anyone other than a Supplier authorized technician to directly or indirectly, maintain, repair, modify or alter the Product or any component thereof without the prior written approval of Supplier;



Supplier responsibilities for the Product purchased by the Customer terminate at the cross connection to other vendor equipment. If the problem appears to reside in the cross connection or in the other equipment not provided by Supplier, then the Customer should refer the trouble to the vendor serving that equipment. Supplier will reasonably cooperate with the Customer and the other equipment vendors with the aim of resolving such problems.

4 LIMITATION OF LIABILITY

NEITHER H.R.Z. Software Services LTD NOR ANY OF ITS EMPLOYEES AND LICENSORS SHALL BE LIABLE FOR ANY DAMAGES CAUSED BY THE SOFTWARE, INCLUDING BUT NOT LIMITED TO INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, LOSS OF SAVINGS, REVENUE, DATA, INCURRED BY CUSTOMERS OR ANY THIRD PARTY, EVEN IF DEVELOPER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN CASES WHERE STATE OR COUNTRY LAW DOES NOT ALLOW SUCH LIMITATION THE LIABILITY SHALL IN ANY CASE BE LIMITED TO THE PRICE PAID FOR THE SOFTWARE.



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H.R.Z. Software Services LTD

By: _____

By: Roni Zaharia

Title: _____

Title: CEO

Date: _____

Date: _____