

MODULE ORDER FORM

MODULE 2 - HARDWARE MAINTENANCE AND SUPPORT SERVICES

Box 1 Right to Suspend

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
Right to suspend (clause 2.3)	
Specify if clause 2.3 applies. If clause 2.3 applies, specify any percentage that is different to the percentage specified in clause 2.3(a).	Clause 2.3 applies; no change to the percentage applicable.

Box 2 Details of Hardware Maintenance and Support

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
Scope (clause 3.1)	
Specify the Hardware Maintenance and Support Services which are to be provided, including: <ul style="list-style-type: none"> (a) the Contract Period (12 months from the AAD of the relevant Hardware by default); (b) the Hardware and related Machine Code that is to be the subject of the Hardware Maintenance and Support Services; <p>[E.g. The model and serial number of Hardware; the version of Machine Code; etc.]</p> (c) the details relating to any of the following Services that the Contractor is to provide: <ul style="list-style-type: none"> (i) Remedial Maintenance; (ii) Preventative Maintenance; (iii) Help Desk Services, including the hours of operation; 	[Omitted]

<ul style="list-style-type: none"> (iv) any ancillary services; (d) any applicable Service Levels; (e) the particulars of any access to the Site or the Deliverables, on-site storage of parts and equipment or other resources that may be needed in connection with the Services; (f) the Price and any expenses or other charges that apply for each Service; (g) if the Services are to be provided by the Contractor as a Reseller, set out details of: <ul style="list-style-type: none"> (i) the manufacturer's support and maintenance services that the Contractor will co-ordinate and manage; and (ii) any value added services that the Reseller will provide. 	

Box 3 Price Reduction for Overlapping Warranty and Maintenance – not applicable

Box 4 Ancillary Services- not applicable

Box 5 Business Models of the Reseller

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
Reseller Provision (clause 4.1)	
<p>Are any of the Deliverables being provided by the Contractor in the capacity as a Reseller? If yes:</p> <ul style="list-style-type: none"> (a) specify if the Hardware Maintenance and Support Services are supplied by the Contractor who is acting as Reseller as Facilitator. <p>[Note: Reseller as Facilitator means the Contractor is acting in a</p>	<p>No</p>

<p>particular role and has a particular set of responsibilities described in clause 4.1(a.)</p> <p>OR</p>	
<p>(b) specify if the Hardware Maintenance and Support Services are supplied by the Contractor who is acting as Reseller with Pass Through Warranties.</p> <p>[Note: Reseller with Pass Through Warranties means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(b).]</p>	

Box 6 Value Add Services – not used