

Service General Specification

Software Maintenance Service

SGS 43S99X06-01E

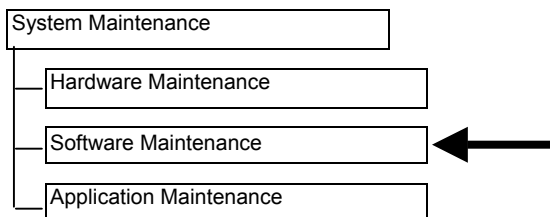
Release 2.0

□ Overview

The Software Maintenance Service is a program for the distribution of media releases and technical enhancement information of software revisions within a version. This service also provides for discounts on related services such as electronic instruction manuals and installation services.

□ Positioning

The Software Maintenance service provides for software maintenance for the operations, monitoring and engineering software for the CENTUM CS 3000, Prosafe-RS, and Stardom systems.



□ Functional Overview

The Software Maintenance Service provides for the following distributions of CENTUM CS1000 and CS3000 media and information:

- Software Revision Media

A software version number is composed of three sets of digits (i.e. R2.01.00). The first digit (2) is the version number and represents a major enhancement to the functionality. The second pair of digits (01) is the revision number and represents a minor enhancement to the functionality. The third pair of digits (00) is the release number. This service provides for media releases within a version (i.e. R3.xx.00 releases).

- Technical Enhancement Information

Technical enhancement information is in the form of a bulletin titled "Release News" which describes the functional enhancements to the revision.

- Software Installation Manual

A paper or electronic copy of the software installation manual is typically included.

- □ Discounts on Related Services

When the revision media is requested in conjunction with other related services those services receive significant discounts.

When a new revision is released within a version, users registered under this program are notified of the release. This notification contains a checklist for the following items (options will vary by release):

- Do not send the revision kit.
- Send the revision kit only.
- Send the revision kit and the following:
 - Instruction Manual Updates
 - Software Installation Assistance
 - Telephone Support
 - Engineering and Configuration
 - Training and Instruction

When the checklist is signed and returned to Yokogawa, the checklist determines the actions that will be taken. NOTE: Due to limitations on the availability of the releases for distribution, cases where the checklist is not returned within 30 days will be handled as if the checklist were returned with only the "Do not send the revision kit." Item checked.

Do not send the revision kit: The release kit is not ordered and it may become unavailable.

Send the revision kit only: The release kit is ordered and delivered to the end user.

Send the revision kit and the following: The cost of the options is estimated and sent to the end user for approval. Upon receiving approval the revision kit and selected options are ordered and delivered.

□ Option Information

The options to the revision kit under the Software Maintenance Service program are described below with reference to their Service General Specification sheet when applicable.

Instruction Manual Updates:

This option provides for updates to the electronic instruction manuals for the enhanced features of the software release. The manuals are provided with a 30% discount from the standard list price.

Software Installation Assistance

This option provides for the installation of the software release. A Service System Specialist is dispatched to the end user's site to perform the installation. This service is performed on a T&M basis with an estimate of typical installation and

travel time provided. Labor is provided with a 10% discount from published rates.

Telephone Support

This option provides for telephone-based support by Yokogawa's Response Center of end user installation of the software release. For users with a full coverage contract this service is provided free of charge. For users with a Response Center service contract two hours of support are provided free of charge. For other users requesting this option it is provided with a 10% discount off published on demand rates. Please refer to SGS 02S99X02-01E, "Response Center" for further information.

Engineering and Configuration

This option provides for engineering and configuration assistance with the enhanced features of the software release. A Service Applications Specialist can either be dispatched to site or be available for telephone based support by Yokogawa's Response Center for Applications. For users with a Response Center for Applications service contract two hours of support are provided free of charge. For other users requesting this option it is provided with a 10% discount off published on demand rates. Please refer to SGS 05S99X02-01E, "Response Center for Applications" for further information.

Training and Instruction

This option provides for training center or on site custom training for the enhanced features of the typical course materials, training and travel time provided. Labor is provided with a 10% discount from published rates.

System Availability

The Software Maintenance Service is currently available for the CENTUM CS1000 and CENTUM CS3000 DCS systems. Prosafe-RS Safety System and Stardom Network based Control System.

Ordering Instructions

The first 12 months from date of shipment of the system the Software Maintenance Service is available free of charge provided that the end user registers the system through the system registration form which is shipped with the system (one can also be provided). After this period the Software Maintenance Service can be purchased on an annual basis. Please contact your local Service Sales Representative for more information.

Trademarks

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