

Fortune Technologies Support Obligations

Fortune Technologies provides high level of maintenance support locally at Athens, Greece offering at the same time remote support by phone, remote computing control, Internet or local visits at client premises*. Our Support Services offers a comprehensive portfolio of services that support end users, managers and your IT infrastructure to address the business, functional, technical and industry demands of your business. An account manager and a deputy account manager are assigned to each customer who will act as the primary Master Services Agreement to the customer's designated support manager on all matters of support.

Support & Maintenance fee does not include any on-site consulting or training delivered on an as needed basis. However, it includes Microsoft's Navision and Fortune Technologies upgrades and new releases.

Support center will respond to and address customer issues in the time frame set-out in the following table:

Type	Service		Time		
	Pr	Classification	Diagnosis	Temp Fix	Final revision
Standard	1	Emergency	16H	24H	2D
Standard	2	Non-Emergency	2D	3D	7D
Standard	3	Cosmetic	10D	15D	15D

**Clients outside Greece shall be billed with travelling, living and accommodation expenses.*

Customer problems will be classified and communicated as follows:

Priority	Classification	Description	Communication Method*
1	Emergency	Any failure of the product to perform critical functions and which have a material impact on the customer's ability to continue to meet its procedures requirements	Initial phone communication, Followed by Formal support-ticket Unformatted e-mail
2	Non-Emergency	Any issue that is not "emergency" and is not considered "Cosmetic"	Formatted Support-ticket Unformatted e-mail
3	Cosmetic	Any change that will affect only the user interface and not the application functionality	Format Support-ticket Or Unformatted e-mail

**Telephone or facsimile may be used in case of primary communication way failure. Telephone support is available on any working day from 9:30 am to 6:30 p.m. Greek time*

Support - Terms and Conditions

- 1- The agreed services will be provided only for Products, for which the Client holds valid user license/s.
- 2- Distributor and Contractor liability is limited to the quality of the provided services and cannot be held liable for Client's equipment.
- 3- The Client shall provide full access to his Premises and his equipment in order for the services to be rendered
- 4- No warranties, damages, services or fixes can be claimed in case the Fortune Product code is modified or affected in any way by the Client or a third party.
- 5- The minimum charge for services provided at Client's Premises shall be one (1) hour for each visit. In case an overnight stay is required due to distance, a minimum charge of eight (8) hours will apply.
- 6- The minimum charge for services provided remotely shall be 30 mins for online support.
- 7- For services during non-working hours (5:00 p.m. to 10:00 p.m. Monday through Friday and 9:00a.m. to 7:00p.m. Saturday & Sunday) a surcharge of 50% on the billing hours is agreed.
- 8- Services cannot be provided (1) during public holidays and weekends following or preceding a public holiday; (2) after 10:00 p.m. on weekdays and (3) after 7:00 p.m. on weekends.
- 9- The software developed under a Special Software Development Agreement cannot modify Product's kernel, the functionality and the structure of the files. It shall be additional developments regarding the import and export of files and items of the Products.
- 10- Client and Distributor will use Skype and other economical forms of communication. Pre-approved long distance phone charges will be charged to Distributor.
- 11- Failure to fully use the BREP Support and Customizations time during the one year BREP term does not give the right to a renewal, extension or transfer of the unused time to another term.
- 12- In case of a major Microsoft upgrade any data transfer/migration cost required from previous version to the latest one, pre-approved costs shall be charged to the Distributor and invoiced accordingly. The Client can use its BREP Support Hours defined above to get support on the upgrade from Contractor.

13- Standard Travel Allowance of €100 Euro Per Day per Pre-Approved Implementation Consultant for work performed by Contractor team outside of Greece, for the Client to be borne by Client.

SUPPORT LIFECYCLE

Products Released	Lifecycle Start Date	Mainstream Support End Date	Extended Support End Date	Service Pack Support End Date	Notes
Dynamics NAV 5.0	01/04/2007	10/04/2012	11/04/2017	13/04/2010	
Dynamics NAV 5.0 Service Pack 1	31/03/2008	Review Note	Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first.
Dynamics NAV 2009	12/02/2009	13/01/15	14/01/2020	11/10/2011	Mainstream and Extended Support for Business and Developer products will be provided for 5 years or for 2 years after the successor product is released, whichever is longer. Due to the release date of Dynamics NAV 2013, the end of support dates for NAV 2009 are extended as shown.
Dynamics NAV 2009 Service Pack 1	28/08/2009	Review Note	Review Note		Support ends 24 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first.
Dynamics NAV 2009 R2	15/03/2011	13/01/2015	14/01/2020		Mainstream and Extended Support for Business and Developer products will be provided for 5 years or for 2 years after the successor product is released, whichever is longer. Due to the release date of Dynamics NAV 2013, the end of support dates for NAV

					2009 are extended as shown.
Dynamics NAV 2013	19/12/2012	09/01/2018	10/01/2023		
Dynamics NAV 2013 R2	30/12/2013	09/01/2018	09/01/2023		

Product Roadmap

Fortune Maritime Add-On solution will follow the Statement of Direction for the Microsoft Dynamics NAV our solution is built on. As Microsoft adds new features, our solution will be upgraded thus allowing our customers to install the latest version.

Support and escalation contacts

Support contact information for customers:

✉ Email: support@frntech.com

☎ Phone: +30 (210) 61 01 290

📠 Fax: +30 (210) 61 01 294

Escalation contact:

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