

## Codingent

### Scope of service of the packages

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**This document describes the scope of service of the Codingent packages.**

## 1. Preliminary remark

- (1) Codingents are lump-sum time packages for individual development work.
- (2) synetics provides Codingent services only for the respective latest released versions of the software which it has programmed or delivered, as well as for the corresponding previous version (major release).
- (3) As a rule, Codingent services are carried out via remote data transfer. The user shall provide at his own cost the technical requirements necessary for this purpose at his site. Services which are rendered at the user's system location after being requested by the user will be compensated at cost according to the respective current price list (including any travel and accommodation costs).

## 2. Scope of service

- (1) The following services can be requested as part of the Codingent:
  - Preparation of individual reports/evaluations.
  - Development of individual programs or adaptations.
  - Preparation of layout and design adaptations.
  - Other development services in the environment surrounding i-doit.

## 3. Service level

- (1) Requests which are placed to synetics as part of the Codingent are answered within the synetics *Basic* service times (Mon.-Fri. 9:00 a.m. to 3:00 p.m.) with a reaction time of 12 hours.
- (2) For orders as part of the Codingent, synetics guarantees a maximum lead time of four weeks to the beginning of the execution following order confirmation.

## 4. Packages and execution

- (1) The Codingent is available in a 20-hour package and a 50-hour package.
- (2) synetics evaluates the time required in association with a specific request and then offers this to the user as a fixed-price service in the reply. The service-specific expense is considered agreed upon and confirmed by the user with the confirmation of this offer.
- (3) After confirmed execution of the individual order, the time account of the user is charged with the corresponding expense (see Number 2), or the credit is reduced.