

Appendix A:

Appendix to Order Confirmation

Maintenance Arrangements

The monthly component of the Licensed Fee includes the following categories of maintenance and service:

- (i) maintenance within the relevant version of the software supporting the Licensed Service, not including functionality of new services;
- (ii) debugging of the Customer's implementation of the Product; and
- (iii) repairing Faults.

The following categories of maintenance and service are available upon request at the additional charge set out separately in this Order Confirmation:

- (i) assistance with installation of the Product on the Website; and
- (ii) improvement of the pronunciation of words and names that the speech-synthesis does not pronounce correctly; any such further modifications to be specified by mutual agreement.