Schedule 10
Siemens Healthcare Ltd Applications Services

1. Siemens Healthcare Ltd shall provide the applications and education services set out in the Service Level Agreement (the "**Application Services**") or purchased as optional additions to those set out in the Service Level Agreement to the Customer. The Customer is required to book all Application Services within twelve (12) months from the day of system acceptance after which any request for such Application Services may be chargeable by Siemens Healthcare Ltd or within twelve (12) months from the day of system acceptance except where the applications support or training is included within a Service Level Agreement.

2. Where appropriate Siemens Healthcare Ltd will be free to offer alternative routes to Applications Services should the alternative be agreed as a suitable alternative by the Customer, for example the use of remote access via *syngo*® Remote Assist.

3. Where control is required by the clinical application specialist during a remote training session, it will only be undertaken once permission has been granted by the Customer.

4. The clinical application specialist will not remotely operate the imaging equipment during patient use but will provide guidance whilst visualising the equipment user interface, as seen by the customer in real time.

5. For all on-site visits by Siemens Healthcare Ltd, the Customer shall provide access to and comply with the obligations as set out in SCHEDULE 2 – The Customer Obligations.

6. The Customer will, on the day of applications training and as per requirements outlined by the

Clinical application specialist at time of booking, include the booking of relevant patients to support the training requirements. In the event this has not been actioned, a repeat visit may be required, and such visits shall be chargeable at the applicable prevailing rate.

7. On-site training hours: - routine on-site hours are 09:00-17:00hrs; for initial applications from 10:30hrs Monday until 15:00hrs Friday (routine hours Tues-Thurs). Anything outside these times shall be at the sole discretion of the clinical application specialist providing the training.

8. If the Customer wishes to change the agreed date for Siemens Healthcare Ltd to attend the Site to carry out any Applications Services support, the Customer shall provide Siemens Healthcare Ltd with no less than one (1) Business Days' notice of any requested change. If such notice is not provided, Siemens Healthcare Ltd may charge the Customer a cancellation fee of £250 plus any expenses occurred.