

5 June 2009

General Circular

Attention: Whom it may concern

RE: Datascope General Support Policy

Dear Sir/Madam,

In order to maintain a world class standard of service to our clients, Datascope does not offer ad-hoc support.

Datascope does offer support on a support contract basis, where a formal 24 month agreement is entered into, with response time guidelines and a managed support desk service.

Three support contract options are available, namely Silver, Gold and Platinum. Kindly refer to the attached matrix to familiarize yourself with the options available. Tailor-made contracts can be negotiated for large corporates.

Yours sincerely

Jared Pudney
Support Manager