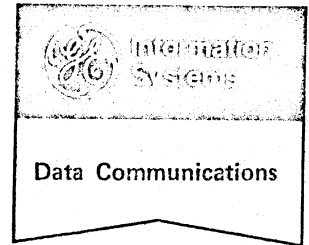


Terminet^{*} 300 DATA COMMUNICATION TERMINAL



Maintenance Plan

The Field Engineering Department will maintain Terminet 300 equipment marketed via Information Systems Group sales channels. The maintenance plan involves the implementation of Service Centers in agreed-upon areas where thirty (30) or more units will be installed, plus those Service Centers already established for the DATANET*-730.

The maintenance terms and conditions will be those of the Equipment Use/Maintenance Agreements for Class 2 Products (CK364 and CK362, dated 10-69). Briefly summarized, these terms include the following:

1. Scheduled maintenance service availability is provided during a Normal Maintenance Period, 8:00 a. m. to 5:00 p. m., Monday through Friday, excluding local GE holidays. Additional scheduled maintenance coverage is not offered.
2. Remedial maintenance outside of the Normal Maintenance Period will be provided at hourly rates and subject to a minimum charge.
3. An Equipment Stress Charge will apply to units operated more than 25 shifts per month. Because of the nature of the application of the Terminet 300, the stress charge will very seldom be applicable.
4. The standard policy on Remote Locations will apply -- e. g., extra charges for travel time and mileage beyond thirty (30) miles from a Service Center.
5. Hourly rates are \$16/hr during the Normal Maintenance Period, \$20/hr after-hours Monday through Friday and on Saturdays, and \$24/hr on Sundays and holidays, considerably less than for Class 1 Products.
6. In contrast to Class 1 Agreements, there is no response time statement in the Class 2 Agreements. "Same-day" response to requests for service is intended.

The above terms and conditions reflect the competitive industry practices and prices for service of Class 2 products. Service is provided at a fixed price during normal working hours only, and response time requirements are much less stringent than for computer systems. This allows for better scheduling of service personnel and resulting lower prices and hourly rates than for comparable Class 1 equipment. Because of the very low service revenue associated with each unit, all competitors apply extra charges for equipment which is located remote from the point of service.

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