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1 INTRODUCTION

1.1 Overview

The PPLib800xA Sentinel is ABB’s program to support the continual advancement of our installed PPLib800xA software. This program allows our customers to take advantage of the continual advancement and enhancements.

Under this program we will offer our customers support for their existing software, along with an evolution path to our latest system software.

The definition of Software Life Cycle is following the definitions in the Automation Sentinel 3BSE047996 Rev E

Note!

It is possible to sign up for PPLib800xA Sentinel if a valid Automation Sentinel program (Automation Sentinel – Maintain, Maintain Plus and Maintain & Evolve) exists for the system.

2 PROGRAM DEFINITION

The PPLib800xA Sentinel program is a software maintenance program, which entitles customer that have active subscriptions to receive any software updates, patch sets and upgrades that are released for the software that is loaded on their system during the life of their contract.

2.1 Definition of deliverables

2.1.1 New software versions of the installed products

Once your customer has signed up for PPLib800xA Sentinel and a completed Audit sheet has been submitted, the subscriber is entitled to newer licensed versions of the installed PPLib800xA library as they are released.

Examples:

- PPLib800xA 5.1-0 upgrade to PPLib800xA 6.1-0
- PPLib800xA 5.2-0 upgrade to PPLib800xA 5.2-1

Once the subscription has expired no further updates will be made available.

2.1.2 Technical phone support

Each PPLib800xA Sentinel includes the availability of technical phone support. This support is set up on a Monday through Friday basis during normal office hours. An active subscription / system ID must be provided to access this support. This support is primarily being put in place to support our customers when they are updating or loading new software on their system.

The number of hours is as follows:

- Type I systems will receive 5 hours annually,
- Type II systems will receive 10 hours annually,
- Type III systems will receive 15 hours annually,
- Type IV systems will receive 20 hours annually,
- Type V systems will receive 25 hours annually

Please note for customers that elect to pay the initial buy in fee in one lump sum payment for the three years will be limited to the number of hours listed above annually with no rollover of unused hours.

2.1.3 Software maintenance and updates

The subscriber is entitled to all published software revisions, services packs and bug fixes for PPLib800xA. Systems without an active subscription are not entitled for the updates.

Please note that any mandatory or safety related patches will be provided to all affected customers whether or not they have an active subscription.

Please also note that any updates will only apply to the standard versions of PPLib800xA. Additional fee is applicable if the customer wishes to update a customized PPLib800xA library.

Software updates will be delivered once an order for software updates is sent to pulpandpaperorderbox@sg.abb.com

2.1.4 Solutions Bank access

A Solutions Bank Sentinel subscription is provided for up to two users with every Sentinel subscription. With this subscription the customer has access to product documentation and release notes.

2.2 New product purchases – support policy

Each new PPLib800xA purchase will include a twelve (12) month subscription to PPLib800xA Sentinel. In order to continue to receive ongoing access to product support and defect corrections beyond the introductory period, the PPLib800xA Sentinel agreement must be renewed yearly.

3 SIGNING UP FOR PPLIB800xA SENTINEL

3.1 New subscriptions

3.1.1 New PPLib800xA purchase

Each new PPLib800xA purchase will include a twelve (12) month subscription to PPLib800xA Sentinel. Upon receipt of a new PPLib800xA order, a system ID and software license information will automatically be loaded into the SOFA database. The start date of the subscription will be at the time the software is delivered.

3.1.2 Installed base

With the new Sentinel program we are now able to provide a subscription service for all of Traditional OCS systems. The change that was implemented going from a license based subscription to a concurrent user based subscription allows this.

To quote a Sentinel subscription for one of our Traditional OCS systems, you will need to know the number of operator workplaces that are currently connected to the system. An audit sheet (form 3BSE048558) must be generated from SODA and submitted with the
order to validate the system configuration. This configuration is what will be used when we register the license in SOFA.

Once registered in SOFA, the customer will have access to all of the features defined under the PPLib800xA Sentinel program. This will allow them to receive any updates that are made available for the software for their installed system.

A buy-in to the PPLib800xA Sentinel program requires a three (3) year subscription contraction agreement. Payment may be in terms of a lump sum payment, paid in advance or as a yearly fee paid in three yearly installments. In both cases, an order for the entire period is required when signing up. The yearly payments are divided into 3 involves with due dates at the time of order and in 1 and 2 years ahead respectively.

Independently of lump sum or annual fee payment, each year an audit sheet has to be posted to the order box at the annual fee due date for the agreement provided that there have been changes to the system configuration or user contact information.

3.2 Renewal of PPLib800xA Sentinel agreement

Renewal of a PPLib800xA Sentinel subscription is performed after the Automation Sentinel is renewed.

Renewal of an agreement is made using the Sales Wizard and the appropriate sales books(s); independent of it has been running for 1 or 3 years. A new version of the audit sheet shall be posted together with the order to pulpAndPaperOrderBox@sg.abb.com

3.3 No renewal

When an agreement is about to expire, a reminder to renew the agreement is sent out 90 days and 30 days ahead and at the expiration date. The recipient of the message is determined by configuration settings in SoFa. If no renewal order is received at the due date plus a grace period of 30 days, the PPLib800xA Sentinel agreement is discontinued.

3.4 Rejoining the program

If an agreement has expired, there are two ways of rejoining the program. One is to sign up for a new 3 year PPLib800xA Sentinel agreement. Once the three year contract has been fulfilled, the user may renew on an annual basis.

Another way is to pay the full price of a license of the latest version of PPLib800xA, which includes a 12 months Sentinel agreement. This is typically the least cost effective means of joining the program but is available for those users who prefer to not enroll in a multi-year subscription program.

4 Expansions

4.1 Systems with Softcare/Sentinel Subscriptions

An expansion to an existing system that is currently under a Softcare/Sentinel subscription requires that a valid subscription is provided at the time of order. This will allow us to add this to the current system licenses in SOFA.

The coverage for the item added to the Sentinel subscription will be the same as the overall system. An example of this would be adding an additional client license in February to an existing system subscription that expires in November. This new client license would then be covered through November with no additional fees required.
November when it is time to renew the subscription, this added client would then be part of the calculated price for the next renewal period. Even if the added client would take the system to the next system Type that additional fee would not be required to get support until the subscription is renewed.

4.2 Systems without an Active Subscription

When adding licenses to a system that does not have an active Sentinel subscription, the new item would be added to SOFA as an individual license. As such this new license would only receive the standard coverage as provided when new software license are sold. This includes any updates or upgrades that are made available during the twelve (12) months immediately following shipment.

After that time the only way to continue to get updates, and upgrades for that product license would be for your customer to order a Sentinel subscription for the entire system.

5 SENTINEL AUDIT SHEET

The audit sheet is required for all renewals and new subscriptions for PPLib800xA Sentinel except when a new PPLib800xA library is purchased. The purpose of this audit sheet is to define the installed system and allow us to register the customers system accurately in the SOFA database.

The audit sheet can be generated from the SOFA database.

6 ORDERING

The PPLib800xA Sentinel price book is to be used to order all PPLib800xA Sentinel subscriptions.

Please note that an electronic version of the audit sheet must be submitted with all new subscription orders for them to be processed by order management.

If the customer has a heritage system that was not supported under Softcare or their Softcare subscription has expired you must select either item A020 or A030. These items require a three year commitment from the customer to the Sentinel program.

If the customer has elected to pay for the three year commitment on an annual basis you would then select the appropriate items A110 through A150.

All pricing shown for these items is the annual subscription fee.

For orders where item A020 has been elected the total commitment from the customer will be three (3) times this amount and invoiced on an annual basis.

If the customer has elected item A030 a single lump sum payment for the three year commitment, you should then pick items B110 through B150 as appropriate. This will allow a single invoice to cover the three (3) year commitment to the Sentinel program.

If the customer currently has a valid Softcare agreement you should select the item A010. This allows you to renew the subscription on the Automation Sentinel program without having to make a three year commitment.

6.1 Ordering process

Using the Order Module in ABB Automation Wizard for 800xA,

- Identify the corresponding article based on the number of concurrent users and the payment mode.
• Generate an EDI file (*.edi)
• Attach the following documents and send it via LN to PulpAndPaperOrderBox@sg.abb.com
  o Generated Automation Sentinel Audit sheet (3BSE048558)
  o Existing PPLib800xA license document
  o EDI file
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