

FO_APP_303_E  Version 06	<b>Conditions for the use of telephone hotline support Jetter AG</b>	
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The Jetter AG telephone hotline is available Monday through Thursday from 8 to 17 o'clock, on Friday from 8 to 15 o'clock CET/CEST. It can be used by all customers who accept these conditions.

Requests are accepted and answered in German and English.  
Use of the hotline is chargeable. The hourly fee is the same as that for an application engineer. Questions via E-Mail is free of charge.

The time charged is the actual time it takes Jetter employees or agents to answer a request, with 10 minutes per request minimum. Customers will be informed of the estimated time if it exceeds one hour. In this case, the customer can withdraw the request without cost.

For requests that are demonstrably due to hardware or software errors for which Jetter AG is responsible, no fees will be charged.

Invoicing will be done on a monthly basis, with a detailed account of requests. Times that amount to less than 60 minutes per quarter will not be invoiced. Jetter can change this frequency without prior announcement, e.g. to quarterly invoices.

Quality and customer satisfaction are among our highest priorities; given the circumstances of telephone support, though, we cannot assume liability for the information given through this channel.

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**REPLY BY FAX TO:**  
**Jetter AG**  
**Application**  
**Fax: +49-7141-2550 615**

We acknowledge these conditions for the use of telephone hotline support

Place and Date

Company  
Signature

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