



December 2013

Functional Safety Support and Update Agreement (“FS-SUA”)

Supplement to Support and Update Agreement (“SUA”)

PREAMBLE

THIS FUNCTIONAL SAFETY SUPPORT AND UPDATE AGREEMENT (“THE FS-SUA”) IS AN ADDITION TO THE SUPPORT AND UPDATE AGREEMENT (“THE SUA”) AND APPLIES TO SERVICES RENDERED CONCERNING CERTIFIED PRODUCTS LICENSED BY IAR SYSTEMS. ALL DEFINITIONS, TERMS AND UNDERSTANDINGS OF THE SUA APPLY ALSO IN THIS FS-SUA. IN CASE OF CONFLICT BETWEEN THIS FS SUA AND THE SUA, THE REGULATION IN THE FS-SUA WILL SUPERSEDE THE REGULATIONS IN THE SUA.

1. Purpose

This Functional Support and Update Agreement is an addition and integrated part of the Support and Update Agreement between IAR and the Licensee. The purpose of this addition is to define the IAR Functional Safety Support and Update service.

2. Functional Safety Support and Update Services

A Licensee using a certified version of a Product is entitled to Support under the terms and conditions of this FS-SUA. IAR will provide Support of the Product and includes Help desk advice, Error analysis, and Error resolution.

Beside the IAR support services defined in the Support and Update Agreement the following support services are added:

- 2.1 The terms and conditions in this agreement are valid for the build tools included in the Product. This includes the compiler, assembler and linker and support tools.
- 2.2 Validated service releases: At IAR's discretion IAR will provide the Licensee with validated service releases. A validated service release is a release that collects a number of corrections to problems found in a Functional Safety product of a specific version. A correction is only included in a validated service release if IAR judge the correction as being safe from a stability and quality perspective. Validated service releases are cumulative and require all previous corrections done to the base version.
- 2.3 Priority support: A request from Licensee entitled to priority technical support will be handled with priority. In the case IAR has a queue of support cases to the support desk, the prioritized case will move to the top within the same severity level.

2.3.1 Time frames

Severity Level	Response Time	Repair Time
Critical	1 Working Day	No more than 10 Working Days
Serious	1 Working Day	No more than 20 Working Days
Moderate	1 Working Days	At next scheduled Update or Upgrade of the Product (unless such scheduled Update or Upgrade is planned within the next 45 Working Days), but not later than one year.
Minor	1 Working Days	At IAR's discretion

- 2.4 Support report: On a regular basis the Licensee will receive a report informing about known errors and implications reported to IAR Technical support for the Licensees product. The report will also cover planned service releases and release history for products that are part of the FS-SUA.