

Dear Customers,

Notice of the Additional Services Review under the Maintenance Agreement

Thank you for using and supporting of our Maintenance Services. To maintain our quality services, we would like to inform you that the fees on certain scopes of our maintenance services will be review with effective from 1st May 2017. The following are the categories on the review services charges for your reference.

	Under Maintenance (Not bought from Wellent/SmartS - Surcharge)	New Rate
1	Surcharge for Emergency Same Day Response On-Site Server/Network Service	\$800/Per Unit
2	Surcharge for Emergency Same Day Response On-Site Workstation Service	\$500/Per Unit
3	Surcharge for Non-Office Hour Services	\$2,000/Per Unit
4	Surcharge for Workstation / Smartphone / Printer / Software Services	\$400/Per Unit
5	Surcharge for Workstation (Data Migration / OS Upgrade or Downgrade)	\$600/Per Unit
6	Surcharge for Workstation Add-on Service	\$80/Per Month

	Under Maintenance (Bought from Wellent / SmartS - Surcharge)	New Rate
1	Under Maintenance for Parts, peripherals Replacement Service	Free of Charge
2	Under Maintenance for Parts, peripherals Add-on Service	\$100/Per Unit
3	Under Maintenance for Server Parts / Peripherals Replacement Service	\$500/Per Unit
4	Under Maintenance for Workstation (Replacement) , Printer(Add-on / Replacement)	\$200/Per Unit
5	Under Maintenance for Workstation (Data Migration) / OS (Upgrade/Downgrade) Service	\$400/Per Unit
6	Under Maintenance for Workstation Add-on Service	\$80/Per Month

The above amendment will be part of the maintenance agreement if you accept to continue using our services by the effective date. Otherwise, we may not be able to continue providing maintenance services to you.

Yours faithfully,

Systematrix Technology Services Limited