

# Services Offering Description

FPC-FOG-PP

## Foglight Integration Prepaid Consulting Services

The Foglight Integration Prepaid Consulting Services Offering consists of all the Activities below:

### Planned Activities

Activity	Activities
<b>Discovery / Architecture / Design &amp; Documentation</b>	PSO Services for non-core Foglight cartridges offers a maximum of 8 hours consulting services to be availed within a 12 month period from purchase. The services includes the following: <ul style="list-style-type: none"><li data-bbox="565 604 1422 701">• Consultation to evaluate error conditions to determine whether or not they are related to the non-core Foglight cartridges, following any actions that would be taken through normal channels</li><li data-bbox="565 709 1422 772">• A response within 48 hours to customer emails describing errors in the operation or use of the non-core Foglight Cartridge.</li><li data-bbox="565 781 1422 844">• Commercially reasonable efforts to correct such errors within a time reasonable under the circumstances. available</li><li data-bbox="565 852 1422 945">• Periodic updates and revisions to the non-core Foglight Cartridge which are designed to maintain compatibility of the non-core Foglight Cartridge with the Foglight software.</li></ul>

### Prerequisites and Assumptions

- The Activities assume consulting services specific to non-core Foglight cartridges designed by PSO per installation
- No Services shall take place during local, state and/or federal holidays unless other arrangements have been coordinated through the Project Manager.