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## 1.0 Executive Summary

Schneider Electric service Scheduling Upgrade provides the customer with the ability to upgrade service scheduling to 7X24 when a standard 5x8 scheduled service has been purchased. 7X24 Scheduled service upgrades are subject to geographic availability. Please consult with your certified Schneider Electric service sales representative to learn which 7X24 scheduled service upgrades are available in your area.

## 2.0 Features & Benefits

Features	Benefits
7X24 Service Scheduling Upgrade	Provides the customer with a 7x24 upgrade for their existing standard 5X8 scheduled service.

## 3.0 Details of Service

### 3.1 SERVICE SCHEDULING UPGRADE DELIVERABLES

The 7X24 Scheduling Upgrade provides Schneider Electric service authorized technicians at the customer's location at a time more convenient for the customer to perform their scheduled service (ie. Start-Up, Assembly, or Preventive Maintenance service).

## 4.0 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric service.

- The 7X24 Scheduling Upgrade can only be purchased:
  - With the Standard 5X8 Scheduled Service (Start-UP, Assembly, Preventive Maintenance)
- Scheduling upgrades are subject to geographical availability. Please consult with your certified Schneider Electric service sales representative for coverage in your area.

### 5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric service and the customer.

#### 5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Meet the customer's response time requirements.

#### 5.2 CUSTOMER RESPONSIBILITIES

- Facilitate site access for Schneider Electric service personnel.
- Notify Schneider Electric service personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric service personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact and access to the facility to meet the on-site response time commitment.

### 6.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

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