Toshiba Global Commerce Solutions (TGCS) will provide the services described below (called "Support") to remotely assist retailers and TGCS Business Partners with defect support for Supported Product. This service may be changed or withdrawn by TGCS at any time without prior notice.

1. Definitions

Supported Product means Toshiba OPOS, JavaPOS, POS Subsystem for Linux (POSSLIN), Toshiba POS Sensor Drivers for Windows and Toshiba POS Sensor Drivers for Linux.

Authorized Callers means development or support personnel of any customer or TGCS Business Partner who has properly downloaded or installed Supported Product pursuant to the applicable licenses(s).

Off Shift means all hours outside of Prime Shift.

Prime Shift means 8:00 AM to 5:00 PM in the US Eastern time zone, Monday through Friday, excluding public holidays and TGCS site holidays.

2. Service Description

TGCS will provide Support for Problem Management Records (PMR) opened by Authorized Callers related to Supported Product during Prime Shift. Support services may include:

- addressing only code-related defect problems pertaining to the Supported Product;
- assisting with identification of the source of a reported problem. This may include reviewing diagnostic information provided by Authorized Caller (for example, assistance interpreting traces and dumps for installation and code related problems);
- providing available corrective service information and program fixes; and
- posting problem fixes to the TGCS Retail Store Solutions support site (www.ibm.com/retail/store/support)

TGCS DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATIONS OF A SUPPORTED PRODUCT OR THAT TGCS WILL CORRECT ALL DEFECTS.

SUPPORT IS PROVIDED "AS IS". SUBJECT TO ANY STATUTORY WARRANTIES WHICH CAN NOT BE EXCLUDED, TGCS MAKES NO WARRANTIES OR CONDITIONS EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT, REGARDING THE SUPPORT.

Services Not Provided by TGCS Retail Store Solutions

For further clarification below is a partial list of activities **not** covered by this Service:
- direct support to store locations or personnel;
- general training and education in the use, installation or operation of Support;
- design and analysis support that TGCS has determined to require a technical consulting engagement;
- all third party drivers not supplied by TGCS;
- onsite support or assistance
- any costs associated with support provided by TGCS
- OEM hardware support
- Off Shift support

Note that you may be required to migrate to newer driver levels in order to receive Support for new hardware and other enhancements.

3. Client Responsibilities

You agree to:
- designate a technically qualified representative who will be your focal point to whom we may direct general technical information pertaining to Support. Your focal point must have sufficient technical knowledge of your solution to enable effective communication with our support center. *You must be available to assist TGCS with any requests.* **Failure to do so may result in a handling delay or loss of Support rights;**
- ensure that any access codes we provide (for example, the "Retail Store Solutions customer number" which must be provided for each Service request) are known to and used by only current Authorized Callers;
- provide us with all relevant and available diagnostic information (including product or system information) pertaining to problems you request assistance with. This information must comply with TGCS documentation standards set out in the "How to send Files to Support" article located under problem management on the Retail Store Solutions technical Software Support Web site at www.ibm.com/retail/store/support. **Failure to follow these conventions may result in a handling delay or loss of Support rights**;
- be responsible for application of fixes provided by TGCS to correct a reported problem. This includes regularly downloading and installing applicable fixes from TGCS' Retail Store Solutions Internet address www.ibm.com/retail/store/support. TGCS support for a new problem reported by Authorized Caller may require that you first install some or all of the previously published fixes;
- be responsible for any and all support of third party Drivers not provided by TGCS.

4. Reporting Problems

To report problems or bugs for Supported Products, please visit the TGCS Support website, http://www.ibm.com/solutions/retail/store/support/, and under the "Ask Retail Question" section select the "OPOS/JavaPOS/UPOS Questions" link, or call 800-426-7378 (800-IBM-SERV) and select option 2.

Please provide the following information:

a) Detailed problem description
b) Software and Hardware environment description, including version and service pack information.