

8/13/2014

THOMAS JEFFERSON NATL ACCELERATOR FAC
12000 JEFFERSON AVE
NEWPORT NEWS, VA 23606

Act Now to Continue Uninterrupted
Technical Support & Product Updates

To renew TechConnectSM support for another year, please reference the attached quote. To change service levels, add products or place an order, contact your local Rockwell Automation distributor.

With a TechConnect program, your plant can always be connected to Rockwell Automation's world-class phone and electronic technical support. Whether you need help installing, configuring and maintaining equipment and software, obtaining current software updates, diagnosing and fixing operating problems, or performing basic programming tasks, we deliver the tools and answers you need to get and keep your industrial automation systems up and running.

TECHCONNECT PROGRAM DELIVERABLES:

Welcome Kit. Materials include your service agreement (complete program details & authorization number), wallet cards, user's guide, and list of the software licenses at your site supported by the TechConnect agreement.

Technical Support. Real-time phone¹ and electronic support directly connects you with a product specialist who can help you install and configure, troubleshoot and diagnose.

Technical Reference Library on DVD. Updated annually, this electronic technical library puts user manuals and technical notes for Rockwell Automation products at your finger tips. Advanced search and on-demand printing capabilities make this portable resource the most convenient way to access technical information on the plant floor or off site.

Software Updates. For each software license covered by your TechConnect agreement, the latest revision is available for download 24x7x365 from our Web site with media shipments available upon request². Upon renewal of your TechConnect agreement, we will automatically send update media for any supported license at your site that is not at the current revision.

Training Advisor. Assess the knowledge of your work force and build your tailored training plan with an expert online consultant. With the purchase of a TechConnect Support contract, your business location is entitled to one manager/administrator license for the length of the TechConnect Support contract.

¹ Excludes Self-Assist customers.

² Software updates are made available on disc for select products.

TechConnect Support Options

Self-Assist Support	WELCOME KIT Essential support agreement information / Support authorization number / Local support telephone number / User guide
	SOFTWARE MAINTENANCE I Software update downloads
	ONLINE SUPPORT CENTER ACCESS Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email
Product Support*	REAL-TIME, PRODUCT-LEVEL PHONE SUPPORT Standard product and programming software / Telephone and live chat support available in more than 20 languages
	TRAINING ADVISOR An online assessment tool to help you determine the knowledge of your work force and to build a tailored training plan
	SOFTWARE MAINTENANCE II Software update media / Emergency software replacement
System Support*	REAL-TIME, SYSTEM-LEVEL SUPPORT Standard product and programming software / Advanced software / Proactive followup / Single-point resolution
	REMOTE DESKTOP TROUBLESHOOTING Remote connection to your system, allowing Rockwell Automation engineers access troubleshoot issues collaboratively
	GENIUS WEBINARS Extend and apply knowledge gained via access to on-demand library of online technical seminars
Application Support*	REAL-TIME APPLICATION-LEVEL SUPPORT Designated support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews
	SURVEILLANCE AND ALARMING AND DATA ARCHIVING Device and/or process monitoring and alarming at Rockwell Automation facility or remotely / Access to historical data for troubleshooting
	APPLICATION-LEVEL ADMINISTRATION Emergency backup / Performance tuning / Guaranteed field service call-out

* Optional 24x7x365 upgrade

NOTE: You may select different TechConnect Support service levels for different areas of your plant or application. Please consult your local Rockwell Automation sales representative or distributor for details.

TechConnect Support Quotation

Quote Number: 3800206577
Quote Expires: 9/4/2014

Customer:

THOMAS JEFFERSON NATL ACCELERATOR FAC
12000 JEFFERSON AVE
NEWPORT NEWS, VA 23606

Appointed Distributor:

CINDY CHAPLIN
ELECTRICAL EQUIPMENT CO
3798 VILLAGE AVE
NORFOLK, VA 23502-2034

Support Start Date: 9/1/2014
Support Expiration Date: 8/31/2015

Contracts List

Product	Item	List Price	Sell Mult	Ext Net
9800-DC8AUTOA <i>Automation Control Hardware, Product Support, 8-5, M-F</i>	1	\$795.89	0.9	\$716.30
9800-DC8HMICOM <i>HMI Software, Product Support, 8-5, M-F</i>	2	\$7,574.70	0.9	\$6,817.23
				*Grand Total Net: \$7,533.53

Multi-Year Option

Multi-Year Option - Fixed Price 3-Year Contract

One-Time Payment or Billed Annually - Single PO for 3-Year Amount Required **\$22,600.59**

Attached to this quote is a list of software packages registered to this site and covered by this support agreement. The above quoted price(s) is based on that list. During the term of this support agreement (including any Multi-Year term), Rockwell Automation reserves the right to periodically review the list of supported products registered to this site, and to make commensurate adjustments to the above quoted price(s) by way of supplemental billings in the event there are significant additions to the number of support products.

All prices are quoted in local currency. Prices and other commercial terms of sale are suggested only if support agreement is purchased through the local authorized Rockwell Automation distributor.

Cancellation of service is subject to a 25% charge, including reimbursement for direct costs. Cancellation is null and void if updates cannot be returned unopened, or if remaining term of service is less than 2 months.

***Important:** For support agreements that are renewed following their expiration date:

- If a contract renews within 60 days of expiration, Rockwell Automation will back date the support agreement regardless of whether service was used.
- If a contract renews more than 60 days after expiration, Rockwell Automation will not back date the support agreement but will instead use the actual date as the new “start” date, regardless of whether service was used.
 - The customer will be charged a 30% reinstatement fee.
 - If the customer’s TechConnect support agreement has never included support for the product family in question, then the commercial “waive reinstatement” program applies for the respective packages.

For software packages that are removed from support and later reinstated, often referred to as ‘frozen’ and ‘unfrozen’, a 1.3 multiplier will be applied to each individual serial number, excluding Automation, Drives and Motion family products.

Important: This quote is for *TechConnect* technical support. The entitlements of the program are detailed in the accompanying letter.

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Quote Expires: 9/4/2014

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Software Listing

The following packages have been included in quote 3800206577

Software Listing Report

Product	Description	Status	Install Count
9800-DC8AUTOA	Automation Control Hardware		1
9324-RLDFBDENE			3
2009024140	Studio 5000 Design and Config 1 NL sfw		1
2009012237	Studio 5000 Design and Config 1 NL sfw		1
2009024092	Studio 5000 Design and Config 1 NL sfw		1
9324-RLD300ENE			5
1203163728	Studio 5000 Standard Edition Software		1
1203021939	Studio 5000 Standard Edition Software		1
1203023068	Studio 5000 Standard Edition Software		1
1203061936	Studio 5000 Standard Edition Software		1
1203146901	Studio 5000 Standard Edition Software		1
9324-RL0300ENE			2
1012114251	RSLogix 500 Standard Edition Software		1
1012096437	RSLogix 500 Standard Edition Software		1
9357-CNETL3			5
1163028050	RSNetworkx For Controlnet		1
1163046802	RSNetworkx For Controlnet		1
1163059078	RSNetworkx For Controlnet		1
1163072294	RSNetworkx For Controlnet		1
1163146245	RSNetworkx For Controlnet		1
9357-DNETL3			5
1235033587	RSNetworkx For DeviceNet		1
1235054684	RSNetworkx For DeviceNet		1
1235088222	RSNetworkx For DeviceNet		2

1235165749	RSNetworkx For DeviceNet		1
9357-CNETMDAD3E			1
1386000202	RSNetworkx MD For ControlNet Add-On		1
9701-VWSTMENE			3
1564048469	FT View Studio for ME EN sfw		1
1564065888	FT View Studio for ME EN sfw		1
1564137414	FT View Studio for ME EN sfw		1
9357-ENETL3			5
1669004492	RSNetworkx For Ethernet/lp		1
1669023788	RSNetworkx For Ethernet/lp		1
1669038825	RSNetworkx For Ethernet/lp		1
1669060279	RSNetworkx For Ethernet/lp		1
1669125463	RSNetworkx For Ethernet/lp		1
9310-WED200ENE			5
1835002105	RSLogix Emulate 5000		1
1835010358	RSLogix Emulate 5000		1
1835017084	RSLogix Emulate 5000		1
1835025266	RSLogix Emulate 5000		1
1835059690	RSLogix Emulate 5000		1
9324-RLD700ENE			3
2022004805	Studio 5000 PRO, REPLACED W/9324-RLD700		1
2022011280	Studio 5000 PRO, REPLACED W/9324-RLD700		1
2022029226	Studio 5000 PRO, REPLACED W/9324-RLD700		1
9324-RLD700NXENE			1
2022059109	RSLogix 5000 Professional Edition EN sfw		1
9326-LGXARCHENE			2
2075018517	RSLogix Architect Software		1
2075053073	RSLogix Architect Software		1
2711-ND3			1
2301061192	PanelView Accessory		1
9324-RLDSTXE			1
2408001814	Studio 5000 Design and Config 1 NL sfw		1
9324-RLDSFCE			1
2409002169	Studio 5000 Design and Config 1 NL sfw		1
9324-RLD600ENE			1
2445003670	Studio 5000 Full Edition Software		1
9800-DC8HMICOM	HMI Software		14
9301-2SE2100	RSVIEW32 WORKS 150 SOFTWARE		1
1280011609	RSView32 Works 150 Tag 1 User Lic sfw		1
9301-2SE3300	RSVIEW32 RUNTIME 1500 SOFTWARE		1
1400058356	RSView32 RT 1500 Tag 1 User License sfw		1
9355-RSLETENE	RSLINX ENTERPRISE SOFTWARE		1
1884028488	Lnx Ent FT Serv - FT Activation EN sfw		1
9355-WABENE	RSLINX CLASSIC PROFESSIONAL SOFTWARE		2

1008113744	RSLINX CLASSIC PROFESSIONAL - ENGLISH		1
1008046052	RSLINX CLASSIC PROFESSIONAL - ENGLISH		1
9355-WABOEMENE	RSLINX CLASSIC OEM SOFTWARE		2
1005091807	Lnx Classic OEM Data Management EN sfw		1
1005227005	Lnx Classic OEM Data Management EN sfw		1
9355-WABSNENE	RSLINX CLASSIC SINGLE NODE SOFTWARE		1
1612041259	RSLink Classic Single Node Software		1
9522-VWP01RENE	FACTORYTALK VIEWPOINT 1 READ-ONLY CLIENT SOFTWARE		1
3126005278	FT ViewPoint 1 Client System Software		1
9701-VWSCWAENE	FACTORYTALK VIEW SE CLIENT SOFTWARE		1
2524002439	FT View Client Site Edition Software		1
9701-VWSS000AENE	FACTORYTALK VIEW SE SERVER (UNLIMITED DISPLAY) SOFTWARE		1
2556011277	FT View Server SE Unl Display Lic sfw		1
9701-VWSS100AENE	FACTORYTALK VIEW SE SERVER (100 DISPLAY) SOFTWARE		2
2527001066	FT View Server SE 100D License sfw		1
2527017866	FT View Server SE 100D License sfw		1
9701-VWSTENE	FACTORYTALK VIEW STUDIO FOR FACTORYTALK ENTERPRISE SOFTWARE		1
2529001509	FT View Studio SE for FT View Ent EN sfw		1

1 Commitment for Services Sales through Distribution

General. This Commitment ("Commitment") covers purchase by Distributor's customer ("Customer") from Distributor of services described in the Statement of Work (the "Work") to be provided by Rockwell Automation, Inc. and/or its affiliates ("Rockwell Automation"). Its terms are integral to the Statement of Work. In other words, Customer purchases the Work subject to the terms contained in this Commitment (as well as other terms that may be included elsewhere in the Statement of Work). These terms apply directly to Customer and Rockwell Automation. Previously negotiated and signed terms and conditions with Customer that include provisions between Rockwell Automation and Customer for sale of services through distribution supersede these terms.

Warranty. Rockwell Automation warrants that the Work will be performed in a workmanlike manner conforming to standard industry practice. Rockwell Automation must receive written notification of non-conforming Work within 30 days after the Work are provided. If the Work are confirmed to be non-conforming, Rockwell Automation will, at its option, re-perform the non-conforming Work or provide a refund or credit processed through Distributor in the amount paid for the non-conforming Work. THESE ARE THE EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY OR BREACH OF CONTRACT ARISING FROM WARRANTED NON-CONFORMING SERVICES. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, OR PERFORMANCE OR APPLICATION WARRANTIES, OR INFRINGEMENT, WHETHER EXTENDING FROM ROCKWELL AUTOMATION OR DISTRIBUTOR.

NEITHER ROCKWELL AUTOMATION NOR CUSTOMER WILL BE LIABLE TO THE OTHER FOR BUSINESS INTERRUPTION OR LOSS OF PROFIT, REVENUE, MATERIALS, OR THE LIKE (WHETHER DIRECT OR INDIRECT) OR FOR ANY INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES. EACH PARTY'S MAXIMUM CUMULATIVE LIABILITY TO EACH OTHER FOR ALL OTHER CLAIMS AND LIABILITIES WILL NOT EXCEED THE LESSER OF \$1,000,000 OR THE COST OF THE SERVICES. ROCKWELL AUTOMATION DISCLAIMS ALL LIABILITY FOR TO GRATUITOUS ASSISTANCE PROVIDED BY ROCKWELL AUTOMATION BUT NOT REQUIRED BY THE STATEMENT OF WORK. THESE DISCLAIMERS AND LIMITATIONS OF LIABILITY WILL APPLY REGARDLESS THE FORM OF ACTION, WHETHER CONTRACT, TORT, OR OTHERWISE, AND EXTEND TO THE BENEFIT OF ROCKWELL AUTOMATION'S VENDORS AND APPOINTED DISTRIBUTOR.

Software. To the extent Rockwell Automation provides or incorporates any software code that is not licensed under separate terms, Rockwell Automation grants Customer the nonexclusive, royalty free, non-transferable right and license to use the software code as set forth in the Work.

Government Clauses and Contracts. No government contract clauses, specification, or regulations apply to the Work, except to the extent agreed in writing by Rockwell Automation.

Independent Terms. Rockwell Automation is not a party to or bound by any contract between Customer and Distributor, including by Distributor's acceptance of a Customer purchase order. Distributor is an independent enterprise, not an agent or representative of Rockwell Automation, and is not authorized to bind Rockwell Automation.

Effective Date. This Commitment will become effective when Customer purchases the Work from Distributor. Customer agrees that by purchasing the Work it accepts the Statement of Work and Commitment. Absent such purchase, this Commitment will become null and void. No addition or modification to the Commitment and Statement of Work, including terms appearing in Customer's purchase order or requisition, will bind Rockwell Automation unless mutually agreed to in writing.