



PLA 3.0 PLA Support Contract

// All updates free of charge
// Scientific and statistical support

PLA SUPPORT AT A GLANCE

THE BENEFITS OF YOUR PLA SUPPORT CONTRACT

PLA is a software we developed specifically for regulated environments. In many cases, our customers use PLA in crucial areas of their business. Our goal is to support them the best we can. We therefore established the PLA Support Contract.

Your PLA Support Contract will help you get the most out of your PLA product. As long as your support contract is active, you will enjoy the entire range of benefits outlined in the table below. **The first year of your support contract is included in every product purchase.**

	With Support Contract (1st year included, extension recommended)	Without Support Contract (after expiration)
<p>● Included, free of charge ○ Not included, but available for a fee</p>		
<p>Access to 1st Level Support This includes technical support and installation support.</p>	●	●
<p>Access to 2nd Level Support This includes statistical and other scientific support by a team of biostatisticians and scientists</p>	●	○
<p>Priority Support (also available via phone) Support requests from customers with an active support contract get a higher priority.</p>	●	
<p>Target Response Time The time we take to respond to your support request.</p>	1 Business Day	5 Business Days
<p>Updates & Upgrades Access to all updates and upgrades of your licensed PLA products (minor and major versions).</p>	●	○
<p>Notification Service We will monitor the general chapters relevant for PLA and notify you of important changes.</p>	●	
<p>Discounted Training Rates Learn how to use PLA most effectively, but without paying full price.</p>	●	

RENEWING YOUR SUPPORT CONTRACT

The PLA Support Contract does not extend automatically. About 3 months before it expires, we will contact you and give you a quote for a renewal. If you let the support contract expire, most of the benefits are no longer included. However, some of them will still be available for a fee.

Extending the PLA Support Contract for one year comes at 25% of the original purchase price of your PLA product. Long term support agreements (e.g. for regulated environments) are also possible of course.

Remember to renew your PLA Support Contract - or set it to autopilot



THE SUPPORT SYSTEM OF PLA

THE PLA LIFECYCLE

The product lifecycle of every major version of PLA lasts ten years. This means, after the release of a new major version, we will support the system for ten years. End of sales is reached after seven years. End of Life (support) will be reached after ten years.

PLA Version	Release Date	End of Sales	End of Life
1.2	1999-09-20	2006-09-20	2009-09-20
2.0	2006-08-30	2013-08-30	2016-08-30
2.1	2013-05-08	2020-05-08	2023-05-08
3.0	2014-03-15	2021-03-15	2024-03-15

Version Coexistence

Our major versions (PLA 2.0, PLA 2.1 and 3.0) can be installed on the same computer at the same time without interfering with each other. This allows you to continue using a qualified version with existing assays, while at the same time giving you the opportunity to use new powerful methods in other projects.

USING OUR PLA SUPPORT PORTAL

If you need support for your PLA product, please go to support.bioassay.de. You can register there or login with your account at Google, Facebook or Twitter. Once you're logged in, you can submit support requests ("tickets"). Feel free to attach screenshots and/or assays to illustrate your request.

Our support team will then start working on your request and keep you posted. An overview of all your tickets and their current status is also available in the support portal. Keep in mind though that access to second level support is only free of charge for those customers with a valid PLA Support Contract.

You can also use the support portal to ask any general question you might have about PLA, such as licensing options, purchase and delivery. A forum is available where you can post feature requests, help out other users or read about the latest changes in the software. Alternatively, e-mail us at support@bioassay.de or phone us under: +49 6106 77010-0.

We fully support each PLA Version for 10 years

If necessary, you can run different versions of PLA on the same computer

Use the PLA Support Portal to send support requests or write an e-mail to support@bioassay.de

We also offer consulting services to help you with more complex tasks. For further information, please contact support@bioassay.de



Go to support.bioassay.de to send us your support request or write an e-mail to support@bioassay.de

Support is available in English and German

NOTIFICATION SERVICE

We are monitoring the general chapters of the guidances (European Pharmacopoeia 5.3 and US Pharmacopoeia <111>, <1030>, <1032>, <1033> and <1034>) for changes relevant for PLA users. If your PLA Support Contract is active, we will notify you by e-mail and will make a suggestion on how to deal with that change.