# PLA SUPPORT CONTRACT

PLA 3.0

PRODUCT OVERVIEW
ADD-ONS & INDIVIDUAL SOLUTIONS
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TRAINING
CONSULTING
21 CFR PART 11 COMPLIANCE

## PLA 3.0
Software For Biostatistical Analysis

**PLA** 3.0

# 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 as 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) |
|---|:---:|:---:|
| **Access to 1st Level Support**<br>This includes technical support and installation support. | ● | ● |
| **Access to 2nd Level Support**<br>This includes statistical and other scientific support by a team of biostatisticians and (bio-)chemists. | ● | ○ |
| **Priority Support (also available via phone)**<br>Support requests from customers with support contract get a higher priority. | ● | |
| **Target Response Time**<br>The time we take to respond to your support request. | **1 Business Day** | **5 Business Days** |
| **Updates & Upgrades**<br>Access to all updates and upgrades of your licensed PLA products (minor and major versions). | ● | ○ |
| **Notification Service**<br>We will monitor the general chapters relevant for PLA and notify you of important changes. | ● | |
| **Discounted Training Rates**<br>Learn how to use PLA most effectively, but without paying full price. | ● | |

● Included, free of charge        ○ Not included, but available for a fee

## RENEWING YOUR SUPPORT CONTRACT

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

By default, your 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 Support Contract for one year comes at 25% of the original list price of your PLA product. We also offer the option to set your PLA Support Contract to autopilot, which means it will extend automatically for another year unless you cancel it. Because this subscription model saves us (and you!) the paperwork of year-by-year renewals, we will discount your PLA Support Contract by 5%.

# THE SUPPORT SYSTEM OF PLA

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## 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.

We fully support each PLA Version for 10 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.

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

### Updates and Upgrades

We distinguish between **Upgrades** (major changes of the system) and **Updates** (minor changes of the system). An upgrade is the change of the first two number groups of the version number. E.g. an upgrade is the version change from PLA 2.0 to PLA 2.1 or from PLA 2.1 to PLA 3.0. For the PLA 3.x series an update is shown in the third number group of the product version e.g. from 3.0.0 to 3.0.1. Customers with active PLA Support Contract get updates and upgrades to their licensed products free of charge. This includes updates and upgrades to PLA itself, but also to add-ons such as Bioassay Packages and Data Acquisition Modules.

## 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.
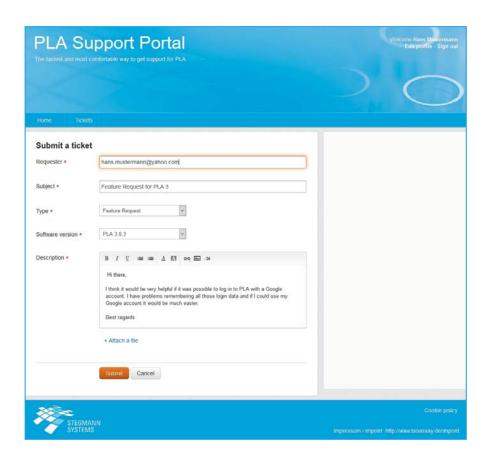
Use the PLA Support Portal to send us support requests.

Our support team will then start working on your request and keep you posted. An overview over all of 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 valid Support Contract.

We also offer consulting services to help you with more complex tasks.

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.

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Go to support.bioassay.de to send us your support request.

Support is available in English and German.

## NOTIFICATION SERVICE

We are monitoring the general chapters of the guidances (European Pharmacopoeia 5.3 and US Pharmacopeia <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.

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