



SOS GmbH

Standard Procedures for Feature Development

Definitions

- The Standard Procedures describe the steps and procedures that are followed when a new product feature* is requested by a customer.
- Feature development refers to the development of new functionalities for SOS GmbH products only.
- Purchaser: the customer ordering the services for paid feature development for SOS GmbH products.
- Service Provider: SOS GmbH is developing product features based on the customer's requirements.

Cornerstones

- The Purchaser is aware that the products of SOS GmbH are open source and that therefore any feature developments for these products are not owned by the Purchaser, but instead will become part of the product.
- The Purchaser therefore agrees that the result of the services (developed features) by the Service Provider may be used by SOS GmbH without limitations including the releases of the open source products.

Purchase Order and Services on Call

- With his purchase order the customer orders a contingent of service days from the Service Provider. The Purchaser will draw on this contingent to call up services for feature development. The daily rate for such services is based on the current price list, the contingent is valid for three years.

Process for specification of the Feature

- The Purchaser describes the requirements for the desired feature to SOS GmbH. Usually the SOS Ticket System is used at this stage.
- SOS checks the request and records the feature description in the Change Management System.
- The Purchaser checks if the Service Providers' description is complete and if the requirements have been properly understood.
- The Service Provider estimates the time for the specification, development and testing that is required for the feature and communicates this to the Purchaser via the Change Management System.
- Service Provider and the Purchaser mutually agree in which release the feature would be integrated.
- The customer calls up the service for the development of the feature. The services will be charged against the contingent.

Process for development and delivery of the Feature

- Development will start after the Purchaser has called up the service. The Service Provider will record the defined steps in the Change Management System, allowing the Purchaser to follow the progress of the development throughout.
- Upon completion and delivery of the feature, the Purchaser will give his acceptance of the feature within four weeks after the publication.

Terms

- The standard procedures described here are considered as accepted when services are ordered.
- Rates: Services are delivered in full days and are based on the current price list.
- Terms: Contingents are pre-paid.

*The Standard Procedures also apply to Change Requests