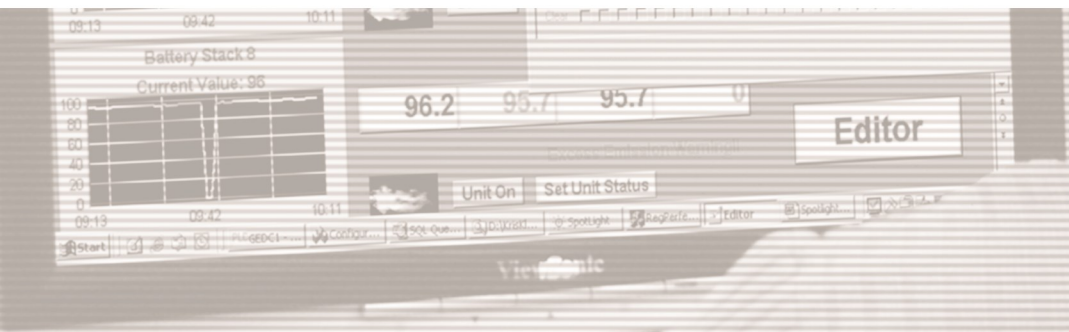
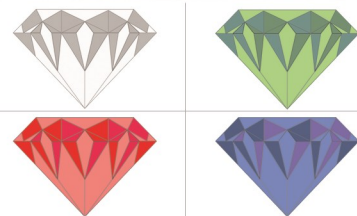


**REGPERFECT DATA ACQUISITION  
SOFTWARE SUPPORT PROGRAMS**



**TELEDYNE INSTRUMENTS**  
*Monitor Labs*  
A Teledyne Technologies Company

# Software Support Solutions for Today's CEMS Market

PARTNERS IN SERVICE AND SUPPORT

In environmental compliance, managing costs, optimizing CEMS performance and minimizing CEMS downtime are vital. Yet in the face of ever-changing technology and regulations, staff reductions and rising operating expenses, it's becoming increasingly difficult for environmental professionals to control costs and meet desired returns.

Teledyne Monitor Labs® (TML) is helping environmental professionals around the world meet these challenges through lower cost of ownership and superior product reliability. TML's monitoring systems are based on rugged, reliable equipment manufactured to exacting standards. The result is products and systems with some of the highest mean time between failure rates in the industry.

These high standards apply to our software technical support as well. Even the most reliable components require maintenance over time. Teledyne Monitor Labs Software Maintenance Plans help ensure maximum data availability while helping you manage costs.

## **Dependable Service Means Better Data Availability**

CEMS downtime can mean air pollutants are not being properly monitored, and with today's EPA requirements, every minute of lost data will be a significant issue. However, by partnering with TML is a Software Support Plan, the administrative hassles and delays for fulfilling service requests are eliminated, particularly in emergency or after-hours situations, thus ensuring a minimum of downtime.

TML offers 24x7 Technical Phone Support providing you with rapid assessment, diagnosis and repair of your RegPerfect system. In addition, TML will quickly dispatch a highly-trained technical Service Engineer for on-site service, when necessary.

In summary, our plans offer the fastest possible response time for your mission critical applications.

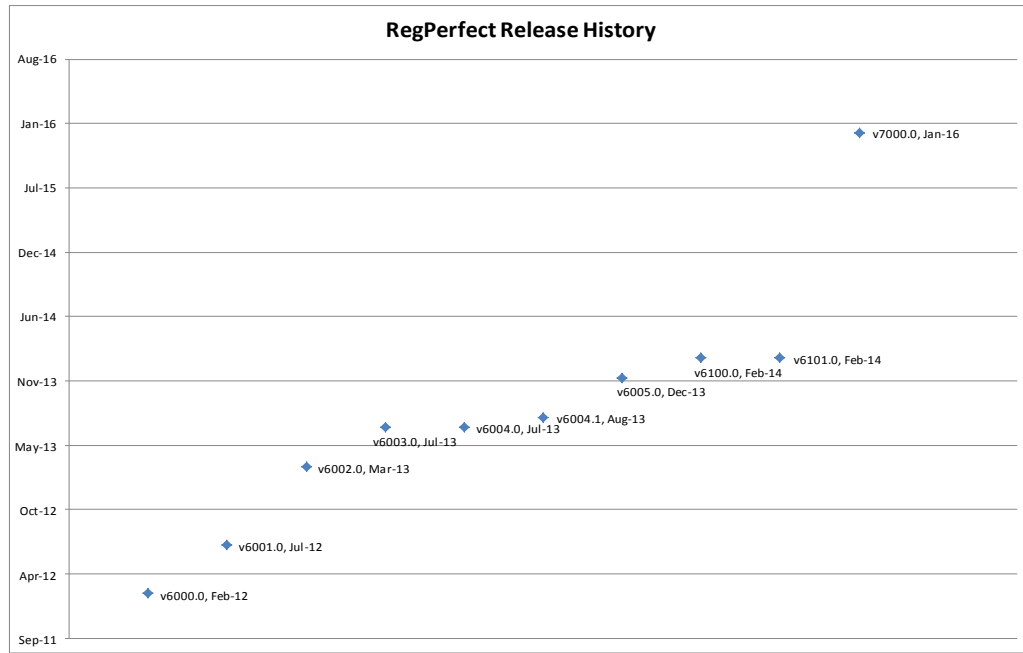
## **Remote Diagnostics Provide Rapid Response**

TML provides continual remote diagnostics 24 hours a day, 365 days a year. All you need is high speed internet and virtual private network access.

Every event that occurs on the CEMS is accessible, both in real time and historically. Using remote diagnostics, Teledyne Monitor Labs can therefore assess and often resolve problems without travelling to site minimizing your downtime.

## Protect Your Investment with the Latest Software Revisions

At Teledyne Monitor Labs, we take improving and maintaining our software products very seriously. A glance at our past release history will show you that revisions and updates are made throughout the year in order to ensure that our customers are provided with the best possible CEMS software.



## Free Upgrades<sup>1</sup>

Free upgrades of RegPerfect product releases are provided throughout the term of the Software Support Plan. This means that you are always running the latest release of RegPerfect without the need to renegotiate the cost of the product.

Having a Software Support Plan for RegPerfect means that you can take advantage of new features and improvements right away and provides better value for your money than buying upgrades and new versions. You will also avoid delays and needless paperwork, and can easily budget for RegPerfect Software Support. If you are an existing user of our software and don't have a Software Support Plan but wish to upgrade to the latest version of your product, contact us for pricing.


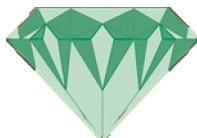
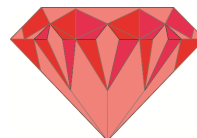
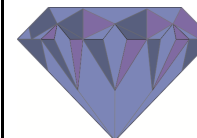
Make sure that you are subscribed to **RegPerfect.net**, our support website, and we will notify you when a new version of your software has been released.

<sup>1</sup> Upgrades that include new features and service patches are included. Any upgrade based on changing regulatory requirements is excluded, unless specifically addressed in other TML documentation.

## Support Plans That Offer Fit and Flexibility

Teledyne Monitor Labs Service Plans are designed for flexibility, letting you choose a level of support that fits the needs of your facility. We offer a complete range of service plans from maintenance programs to comprehensive plans that ensure your system stays current with the latest regulations and technology.

If your in-house capabilities are extensive, consider our discounted Sapphire Level Plan. If your in-house capabilities are limited, Teledyne Monitor Labs offers proactive monitoring, and on-site service like the Diamond Plan. Whatever your needs, Teledyne Monitor Labs has a service plan that fits.

Software Support Plans	 Diamond Level	 Emerald Level	 Ruby Level	 Sapphire Level
Support Hours (8x5)	Unlimited	Unlimited	Unlimited	16
Support Hours (24x7)	Unlimited	Unlimited	N/A (30%*)	N/A (20%*)
Emergency Response Time (Hr)	4	4	4**	8**
DAHS/PLC Upgrade Discount	15%	15%	10%	5%
Upgrade Installation	On-site	Remote	Assist	Client
Computer Health Check	On-site	Quarterly	Annual	None
On-site Service/Training Discount	Free	15%	10%	5%
Server Loaner Discount	Free	50%	35%	20%
Software Upgrades <sup>1</sup>	Free	Free	Free	Free
DAHS Performance Assessment	Free	N/A	N/A	N/A
Yearly Optimization	Free	N/A	N/A	N/A
DAS/PLC Configuration Discount	Free	15%	10%	5%

\* Discount for after hours paid support, \*\* Business hours

<sup>1</sup> Upgrades that include new features and service patches are included. Any upgrade based on changing regulatory requirements is excluded, unless specifically addressed in other TML documentation.

**Ask Teledyne Monitor Labs about your instrument maintenance requirements.**

**We offer a full hardware service support team to help you maintain environmental compliance.**

*Teledyne Monitor Labs, Inc. reserves the right to make changes in construction, design, specifications and/or pricing without prior notice.*

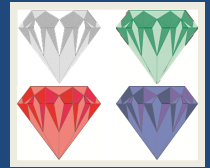


**TELEDYNE MONITOR LABS**  
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# Software Support Services



Teledyne Monitor Labs' Gem Level Plan provides comprehensive hardware and software maintenance services. Software upgrades<sup>1</sup> are completely covered, guaranteeing your annual cost and allowing you the full benefits of the latest technology.

**Toll-Free Technical Phone Support.** Software Technical Support Analysts are available 24 hours a day, 7 days a week, including holidays. Remote diagnostics and repair, via modem connection, are also provided.

- ♥ 24 x 7 - Unlimited hours
- ♦ 24 x 7 - Unlimited hours
- ♦ 8 x 5 - Unlimited hours
- ♦ 8 x 5 - Limited to 16 hours

**On-Site Service and Training.** All on-site services and related expenses are covered. Next day service is available 7 days a week, including weekends and holidays, through our technical support staff.

- ♥ No Charge
- ♦ 15% Discount
- ♦ 10% Discount
- ♦ 5% Discount

**Loaner Equipment.** Loaner server will be provided (normally \$200/day, shipping included), when necessary, and remain on-site during the equipment repair cycle. Equipment is hand delivered and installed, when applicable, by TML technical support staff. Equipment returned to the factory is routed directly into a priority service queue.

- ♥ No Charge
- ♦ 15% Discount
- ♦ 10% Discount
- ♦ 5% Discount

**Software Maintenance Releases.** Software maintenance releases are included, at no charge, for the length of the plan.

- ♥ Performed On-site by TML
- ♦ Performed Remotely by TML
- ♦ Assisted with TML
- ♦ Unassisted

**Discount on Hardware Upgrades.** If you decide to upgrade your computer hardware and/or PLC and any additional labor to support the upgrade are available at a 15% discount.

- ♥ No Charge
- ♦ 15% Discount
- ♦ 10% Discount
- ♦ 5% Discount

**Assess DAHS Performance.** Once each year, at no-charge, TML will visit your site to install all RegPerfect upgrades and perform computer maintenance.

- ♥ No Charge, Once Per Year

**Computer Health Check.** Once each month, a computer health check will be completed, this includes reviewing Windows Event Log information for computer errors, remotely repairing if able and reporting these issues back to the client for follow up action if onsite work is required to reload programs or replace hardware (additional charges may apply for onsite work and materials required for non-warranty repair). In addition, the computer will be checked for virus infection and cleaned if necessary using an industry accepted tool. All hard drives will be checked for file fragmentation and de-fragmented as necessary.

- ♥ Performed On-site by TML
- ♦ Performed Remotely by TML
- ♦ Assisted with TML
- ♦ Unassisted

**Call Prioritization.** Begin work on all hardware and software problems within four (4) clock hours and make best effort to complete within three (3) business days when a problem is reported as Emergency or High.

Begin work on all hardware and software problems within five (5) business days and make best effort to complete within ten (10) business days when a problem is reported as Medium or Low.

- ♥ Emergency/High (4/3); Medium/Low (5/10)
- ♦ Emergency/High (4/3); Medium/Low (5/10)
- ♦ Emergency/High (4/5); Medium/Low (5/15)
- ♦ Emergency/High (4/5); Medium/Low (10/25)

**Yearly Optimization.** Once each year, at no-charge, TML will optimize your DAHS configuration to ensure complete regulatory compliance.

- ♥ No Charge

**RegPerfect Training Sessions.** No charge registration for up to two attendees, per year, to any RegPerfect Training Session located in Englewood, Colorado.

- ♥ No Charge
- ♦ 15% Discount
- ♦ 10% Discount
- ♦ 5% Discount

**Monthly Summaries.** Once each month, a summary of all support calls and resolutions will be forward to the client. Summaries may also include information on monthly computer health checks and regulation changes that could affect the client.

- ♥ No Charge



# Additional Software Services

## EDR Preparation Assistance

Teledyne Monitor Labs provides EDR preparation assistance for clients that do not have the resources or in-house expertise to generate an Electronic Data Report (EDR). TML will review your data biweekly and generate an EDR that you will submit to the EPA. TML will provide support to ensure the EDR is accepted by the EPA. Software upgrades are completely covered, guaranteeing your annual cost and allowing you the full benefits of the latest technology. Software Upgrades are included at no charge.

**EDR Preparation Assistance.** A Teledyne Monitor Labs' Regulatory Specialist will connect to your system six(6) times per quarter (approximately every second or third week) and check for missing data and errors in your EDR database. TML will compile a list of concerns and comments for the customer to answer. TML will then apply any corrections to the system and recalculate data as necessary. For each quarterly EDR submission, TML will generate the EDR and present it to you for acceptance and submittal to the EPA.

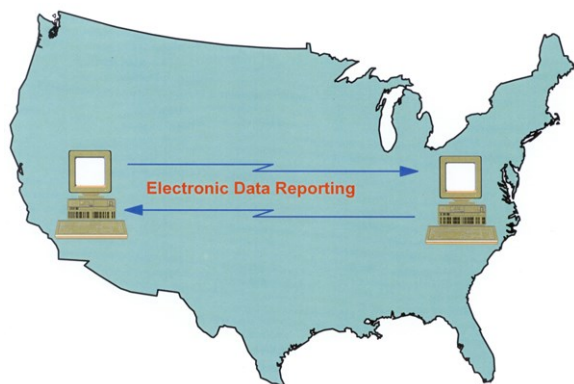
Remote EDR preparation includes data checks as described above, plus one additional DAHS Data Check per quarter.

The data checks include comprehensive EDR data analysis and EDR report verification through EPA's Monitor Data Checking program, and final quarterly EDR generation review. A written recommendation regarding comprehensive EDR hourly, summary and test records is prepared and sent to the customer via e-mail or fax.

Other value added services include, with report:

- Perform flow or fuel to load test quarterly.
- Verify complete and successful linearity/CGA quarterly.
- Review QA/QC exemptions quarterly.
- Review load usage for RATA specification annually.
- Perform range/span test annually.

This service is for EDR Preparation Assistance Only. Actual EDR submittal is required to be performed by the client's Designated Representative.



## DAHS Remote Checks

Teledyne Monitor Labs will perform DAHS Data Checks for clients that do not have the resources or in-house expertise to perform this vital DAHS check. TML will perform this task at the interval the client requests. Software upgrades are not included.

**DAHS Data Checks.** Remote DAHS Data Checks are provided for review of system status and performance of diagnostics on the RegPerfect software and server, as applicable. A written recommendation for edits and recalculations is prepared and sent to the customer via e-mail or fax. \*\*Upon request, Microsoft® Windows, SQL Server, and Office critical security updates will be installed.

During each remote check, the following tasks are performed:

- Test for physical hard drive integrity and disk usage.
- Database re-indexing.
- Analysis of: Hardware and operation system messages including: event log, trace log, SQL jobs, and Microsoft critical security patch tracking.
- Regulatory Review -

**Part 75 Sites:** EDR feedback from most recent submission will be reviewed for errors.

**Part 60 Sites:** Comments on most recent quarterly reports will be reviewed to correct reported problems and/or make minor system modifications, as applicable.

All RegPerfect configuration information is downloaded to TML for archiving (does not include data). This service is valuable if a hard disk failure occurs and system configuration reconstruction is necessary.

## Telephone Only Software Support Plant

Teledyne Monitor Labs' Telephone Only Support provides comprehensive hardware and software support services. Software upgrades are not included.

For this plan, the hours of technical telephone support are limited to 8 hours and available 8 am to 5 pm, Mountain Time, 5 days a week (normal business hours), excluding TML Holidays. After hours support and additional support hours will be discounted 5%. Remote diagnostics and repair, are also provided. Teledyne Monitor Labs will respond to all emergencies within eight busi-