

PATTERN LETTER AUTHORIZING BILLING FOR DIAGNOSTIC SUPPORT

To: AVP — Data Systems
AT&T Co.

The _____ Company hereby requests AT&T — Data Systems to release, in source code form, the software known as the _____ system to the _____ Company. I understand and agree to the following conditions:

1. The release of source code as described above is not to be construed as implying an expansion of the AT&T Data Systems maintenance responsibility, ie, whether or not source code has been released, the AT&T Corporate Computer Center is responsible for the maintenance of only those modules which support the load modules released by AT&T Corporate Computer Center.
2. If a "trouble" is reported by _____ Company as a trouble caused by an AT&T Corporate Computer Center released load module but analysis discloses that the problem resulted from changes made to the source code by _____ Company, the _____ Company agrees to accept billing not to exceed \$ _____. During 19____ for programmer time and computer time expended in diagnostic activities by the AT&T Corporate Computer Center. Charges will be based on the prevailing rate schedule.
3. The repair of a trouble diagnosed as being caused by an alteration of source code by _____ Company, is the responsibility of _____ Company.
4. This agreement expires as of December 31, 19____. For diagnostic support to continue, a new authorization letter is required annually.

Authorized

(Signature of Officer)

NOTICE

Not for use or disclosure outside the
Bell System except under written agreement