

## EXHIBIT A - BUG FIXES

Program Errors will be handled as follows: Upon lessor's receipt of an error report and test case from the lessee's designated technical contact, lessor will take corrective action so as to remedy the reported problems within the following time schedule.

Classification	Remedy		
	1 <sup>st</sup> Level	2 <sup>nd</sup> Level	Final Level
<b>X</b>	8 hours	Constant Effort	Within 60 days
<b>A</b>	8 hours	8 days	70 days
<b>B</b>	48 hours	12 days	100days
<b>C</b>	10 days	N/A	150 days

The bug/errors are classified by Lessee and are follows:

**X-FATAL:** Errors preventing all useful work from being done.

**A-SEVERE IMPACT:** Errors which disable major functions from being performed.

**B-DEGRADED OPERATIONS:** Errors disabling only certain non-essential functions.

**C-MINIMAL IMPACT:** All other errors.

The remedies for each error classification at each level specified above are:

**1<sup>st</sup> LEVEL:** Acknowledgment of receipt of error report with written confirmation delivered to Lessee during the next business day.

**2<sup>nd</sup> LEVEL:** Patch or work-around, temporary fix, or update of major release. Including applicable document changes.

**FINAL LEVEL:** Official fix, update, or major release, including applicable document changes. For this purpose a day is defined as a 24-hour period, regardless of whether work is scheduled during that period.