



Supplemental Subscriber End User Support Agreement FocalpointNet™ Remote User and Agency

Galileo International, LLC and its distributors ("Galileo") provide the FocalpointNet™ software to subscribers of the Apollo® or Galileo® global distribution system ("GDS") for the sole purpose of accessing the GDS. Any other use of the software, without Galileo's written permission, is strictly prohibited.

This Supplement identifies the parties' support and installation responsibilities for FocalpointNet™ and all companion applications provided by Galileo. In reference to the use of Galileo software, this document refers to "HOST AGENCY", "SITE", and "END USER". The "HOST AGENCY" or "SUBSCRIBER" refers to the GDS subscriber that will be provided access to the GDS through FocalpointNet™ pursuant to an agreement with Galileo (the "GDS Agreement"). A "SITE" refers to the physical location at which the software will be installed. Finally, an "END USER" refers to the individual who will be operating the software. The software is provided in one of two distinct configurations, "REMOTE USER" or "AGENCY". The "REMOTE USER" configuration is offered to an individual that performs reservation functions outside the physical agency location such as a home or other non-"Agency" environment. (Remote Users may not produce travel documents in the same physical location where the software is accessing the GDS.) The "AGENCY" configuration applies to sites that will have access to travel document production, including the issuance of airline tickets, invoices and back office accounting interface.

The terms of this Supplement are in addition to those contained in the GDS Agreement. In the event of any conflict between a provision of this Supplement and the GDS Agreement, the GDS Agreement shall prevail. The Host Agency is responsible to ensure that all individuals authorized to access the GDS via FocalpointNet™ adhere to the terms and conditions contained herein.

SUBSCRIBER SUPPORT REQUIREMENTS:

LOCAL AREA NETWORK:

Creation of a Local Area Network is required for FocalpointNet™ installation in the Agency Multi-User Configuration.

CATEGORY 5 CABLE: If the Host Agency chooses to lease hardware from Galileo, then Galileo will provide the network cable (cable/connectors) and networking components (10BaseT Hubs). If the Host Agency chooses to provide its own hardware, the Host Agency shall purchase its own network components (cable, connectors and hubs/switches). Galileo recommends that cable be installed and terminated using the 568A standard.

CABLE INSTALLATION: The Host Agency is required to contract with a certified cable installer to install, terminate and test each cable run. All cabling must be installed and certified prior to the installation date specified by Galileo. Failure to do so will cause the installation to be delayed a minimum of 14 days. All computer components must be connected to a network cable and connect all cables to a hub or switch prior to the Galileo service/installation technician arriving onsite.

ETHERNET HUB PORT: Galileo requires one available 10BaseT Ethernet Port for each Ethernet device being provided by Galileo. This includes, but is not limited to, workstations or Focalpoint Print Manager™.

HARDWARE/PERSONAL COMPUTER:

If the Host Agency chooses a Multi-User configuration and will install its own hardware, the approval from a Galileo Advanced Solutions Manager prior to an order being placed is required.

GALILEO LEASED HARDWARE: If the Host Agency chooses to lease hardware from Galileo, Galileo is responsible for shipping, installing, and maintaining the hardware for the duration of the GDS Agreement. This service will be provided by Galileo's maintenance and installation vendor.

HOST AGENCY OWNED EQUIPMENT: If the Host Agency chooses to provide its own hardware, then Galileo assumes no responsibility for installing or maintaining such hardware. It is the responsibility of the Host Agency to assure all hardware is installed and configured prior to the installation date agreed to by Galileo.

Minimum Hardware Requirements (Viewpoint™ Installation):

Pentium Class or AMD K6 Processor
300 Megabytes of free hard drive space
800x600 Screen Resolution

64 Megabytes of RAM (128 recommended)
CD ROM Drive & 3½ Floppy Drive
Ethernet Network Adapter

PCs with specifications greater than those mentioned above will have better performance.

SOFTWARE INSTALLATION:

Galileo software is tested to operate on Microsoft Windows™ Operating Systems 98, ME, NT, 2000, XP Home and XP Professional (Galileo strongly recommends that the operating system be Windows 98 Second Edition or higher). Installation on any other operating system may require additional steps in order to successfully complete the installation. The individual installing Galileo software is responsible to obtain and review the installation notes specific to the operating system mentioned above. Notes are available online at <http://support.galileo.com/aps>.

GALILEO LEASED HARDWARE: Galileo will preinstall the software on leased equipment and onsite configuration of the software will be completed by Galileo's maintenance and installation vendor. In the event of hardware failure, Galileo shall restore the operating system and software to its original deployed configuration. Galileo is not responsible for backing up data files or reinstalling any third party software not installed as part of the re-imaging process. In addition, Galileo is not responsible for any data lost in whole or in part due to the restoration of base software installation.

HOST AGENCY OWNED EQUIPMENT: The Host Agency is responsible to obtain and install all Galileo software on personal computers not leased through Galileo. It is the responsibility of the Host Agency to identify an individual to support installation and troubleshooting of software. Only the individual identified by the Host Agency may contact the Customer Support Center for Galileo support troubleshooting the installation of Galileo software. Assistance for operating systems or configurations not supported by Galileo may require support via the Extended Services Help Desk billable at \$1.95 per minute. Referrals outside Extended Services for technical support may be billable at \$195 per hour. All fees specified in this Supplement are subject to change at any time.

Galileo will provide a SINGLE copy of software to the Host Agency and the Host Agency is responsible for duplicating the software for additional installation. Galileo software, with the exception of Viewpoint™, may be downloaded through <http://support.galileo.com/aps> or <http://www.galileo.com/360>.

If Galileo will be providing hardware for Document Production (Tickets/Invoices), it is the responsibility of the Host Agency to assure all software (FocalpointNet™ and Focalpoint Print Manager™) is installed and configured prior to the arrival of the Galileo Service Technician. Failure to have software configured prior to arrival will result in a delay of installing the Galileo hardware by a minimum of 14 days.

VIRUS DETECTION SOFTWARE & FIREWALL PROTECTION:

The Host Agency must purchase and install anti-virus software on all hardware used to access the GDS. Galileo shall not be held liable for any damage or disruption of service caused by virus infestation. Galileo strongly recommends the Host Agency contact a third party network security consultant to assess risks, and available firewall protections, to prevent attacks from outside persons or entities.

INTERNET ACCESS:

The Host Agency is required to research, contract for, and install Internet access from an Internet Service Provider (ISP). The Host Agency is responsible to verify with the ISP its ability to pass IPsec VPN messages and whether Internet service provides single public IP address or public IP addressing for each user of FocalpointNet™ Software. Failure to properly identify the correct ISP configuration may delay access to the GDS for up to 14 days.

Installation of the Internet service must be completed at least one week prior to the installation date specified by Galileo. If a Galileo Service Technician will be present to install hardware (PCs or Document Production devices), the Internet connectivity must be established prior to the technician's arrival or a delay of 14 days may result.

Galileo assumes no responsibility for the service levels of an Internet Service Provider (ISP) or its ability or inability to establish VPN tunnels to the GDS. It is the responsibility of the Host Agency to work with its ISP in the event service disruption occurs. In the event Galileo technical support is required, and the trouble can be traced to the ISP, charges for technical service will be billed to the Host Agency at \$195 per hour (one hour minimum).

☐ - I have read and agree, on behalf of the Host Agency, to all terms and conditions regarding the requirements and responsibilities for FocalpointNet™.

Signature _____

Print Name: _____

Title: _____

Subscriber Name: _____

Date: _____