

**December 14, 2022**

Dear Valued Customer,

This letter serves to advise you that effective immediately, Dynatest is implementing procedures whereby payment for technical support is required. We did not take this decision lightly. To keep offering you the technical support of high quality that you expect and deserve, Dynatest has set the technical support pricing to the least possible hourly amount.

	Hourly	20 hours	40 hours
<b>Standard HVS Technician (US)</b>	<b>250 \$/hr.</b>	<b>225 \$/hr.</b>	<b>200 \$/hr.</b>
<b>Standard Technician (US)</b>	<b>160 \$/hr.</b>	<b>150 \$/hr.</b>	<b>135 \$/hr.</b>
<b>Standard Technician (Rest of World)</b>	<b>140 €/hr.</b>	<b>130 €/hr.</b>	<b>118 €/hr.</b>

*Table 1: The technical support can either be purchased on an hourly basis or in either blocks of 20 or 40 hours.*

All established agreements for support contract pricing and new equipment warranty will be honored. Please note that the standard warranty is one year from the acceptance of the equipment.

If you have any further questions or concerns regarding this procedure, please do not hesitate to reach out.