

MAR 10 2008

March 7, 2008

NEW -- Technical and Clinical Applications Telephone Support for Time Material Customers

Dear Director of Radiology,

We are pleased to announce that on March 9, 2008, we will begin offering Time and Material (T&M) customers structured access to Siemens expert technical and applications telephone support.

Siemens UPTIME Technical and Clinical Applications personnel will provide you with telephone support for technical trouble shooting, clinical applications trouble shooting, image quality analysis, and workflow solutions. This service is invoiced in 30 minute increments based on the rates indicated in the chart below. A purchase order or credit card will be required in advance of providing this service.

At this time, the technical telephone support is limited to Computed Tomography, Ultrasound, Image Knowledge Management and MR magnet maintenance. Technical telephone support for additional modalities will be added in the future and will be communicated to you as they are rolled out. All modalities will provide applications support, unless otherwise noted in the chart below.

Service contract customers receive technical and applications telephone support at no charge.

Our Siemens UPTIME Technical and Clinical Applications support teams are dedicated to providing you immediate response to questions concerning your needs. This new support offering from Siemens assists you by quickly trouble shooting and addressing your problems to improve your uptime and meet your business needs.

The Uptime Service Center number is **1-800-888-SIEM (7436)**. Technical Support is now Option 2 and Applications Support is Option 3. Both Options allow choices for all modalities. If you have any questions, please contact your Area Service Manager.

Siemens Medical Solutions USA, Inc.

CSG Headquarters

110 MacAlyson Court
Cary, NC 27511

1-888-826-9702
www.usa.siemens.com/medical

Clinical Applications and Technical Support Rates

Modality	Apps Support Rate (per 30 min.) *	Tech Support Rate (per 30 min.) *
Computed Tomography	\$125	\$495
Image Knowledge Management	\$125	\$495
MR magnet maintenance	n/a	\$495
Ultrasound	\$125	\$285
Magnetic Resonance Imaging	\$125	**
Diagnostic Radiography	\$125	**
Angio/Cardiac	\$125	**
Mammography	\$125	**
Oncology Care Systems	\$125	**
Lithotripsy, Urology & Mobile C-arms	n/a	**
Molecular Imaging Systems – SPECT	\$125	**
Molecular Imaging Systems – PET/CT	\$125	**
ECS (Electrophysiology Cardiology Systems)	\$125	**

* Rates subject to change.

** Not available at this time.

Best regards,



Rick Legleiter
Sr. VP, Service Division



Mike Guin
Sr. VP, Solutions Implementation Division

Siemens Medical Solutions USA, Inc.

CSG Headquarters

110 MacAlyson Court
Cary, NC 27511

1-888-826-9702

www.usa.siemens.com/medical