

## CUSTOMER SERVICES CENTRE (CSC)

DKI operates a 24 hour, 7 day per week, 365 day per year support service for Omega TAS throughout the South East Asian and Australia Pacific markets. Around the clock support is provided across these countries and time zones in multiple languages.

This service provides customers with the ability to obtain maximum performance and uptime from their systems. It also provides 'peace of mind' with the knowledge that business systems are being monitored and supported continuously at any time of the day or night.

DKI Support Services are classified into five main categories:

### 1. DKI CUSTOMER SERVICES CENTRE

Support Requests within Business Hours (AEST) will be responded to within a few minutes from the time the call is registered with DKI's CSC.

All Support Requests shall be given appropriate priority and are subject to a priority management system to optimize support operations.

A Customer's Head Office may elect to re-prioritise any set of Support Request for their own company.

#### Support requests outside business hours

For support outside office hours, the customer simply calls the same number whereupon it is diverted to an answering service. Once the detail of the call is logged, it is then relayed through to the nominated support team member. The CSC team member will then call back the customer within a defined space of time.

### 2. SOFTWARE SUPPORT

#### SOFTWARE LICENCE & SOFTWARE RELEASE MANAGEMENT

As part of DKI Software Support, DKI will manage:

##### Software Release Coordination

DKI will manage co-ordination of Releases and installation of Software/Firmware modifications & upgrades.

##### Software Release For Site Implementation

All Software Releases will be managed in accordance with DKI's standard work instructions and procedures.

DKI will provide release notes for every Release in a timely manner as new releases are available.

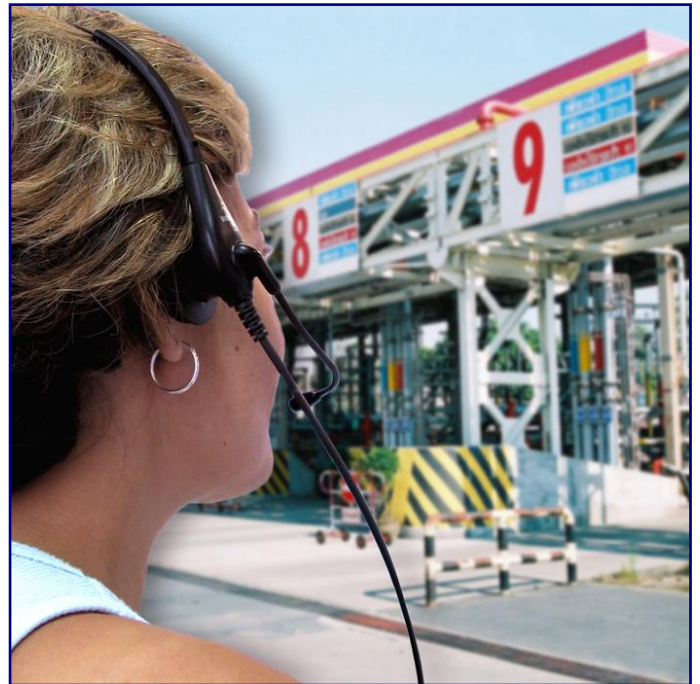
##### Software Enhancement

DKI develops enhancements to the DKI TAS, PLC and SCADA from time to time. The upgrades can be taken up by site on an agreed basis.

##### Software Configuration

A variety of options and Configurations are normally available within the DKI TAS, PLC and SCADA.

DKI will maintain records of current Site DKI TAS, PLC and SCADA Software Configuration.



#### Software Customisation

DKI can provide customised software to a customer specification if required.

#### Documentation

Documentation appropriate for the customer is maintained in DKI's Support System.

#### Archiving

DKI maintains archive copies of software applicable to the customer.

### 3. SYSTEMS HARDWARE SUPPORT

#### FIELD SUPPORT

In the event of a breakdown that cannot be resolved remotely, DKI can, if so required by the customer, provide on-site field support and attendance to resolve the Breakdown.

A plan will be conveyed to the Customer, with a basic outline of the action/s which in DKI's reasonable judgment will assist in determining the cause of a particular problem.

Whilst on site, DKI's technician will keep a record of activities. Once the issue has been resolved, DKI will supply a report to the site and head office of completed and outstanding actions upon return.

*\*Specifics of each service will be defined in the Customer Support Contract.*

## SPARES MANAGEMENT

### Service & Repair Administration

DKI provides a repair/exchange service of spare parts, depending on the products in operation at the site.

As part of any support contract, DKI will supply the site with a proforma work request which can be used to request any such work.

DKI maintain records of all Customer components in DKI's care.

This process will include :

- Registering the goods acceptance of a spare part into DKI's repair facility.
- Assigning the part a priority for repair.
- Analysing and recording the cause of the Failure.
- Packing and shipping of the repaired spare part in the appropriate protective packaging.
- Updating DKI's database to record that the process has been completed.

### Documentation

DKI will maintain documentation relevant to Supported Hardware.

### Configuration

DKI will maintain records of current Site DKI TAS, PLC and SCADA Hardware Configuration.

## OPERATIONAL SUPPORT

### Reports

DKI provides a range of standard operational reports that are provided electronically to the customer on a monthly basis.

Typical Report contents include:

- Support Requests Summary
- Remedial Action
- Resolution
- Fault codes
- Graphical (Bar & Pie Chart) explanations of data
- Calculation of arm availability (Down Time Report)

### Other Customer Specifications.

Site specific reports can be provided on an agreed basis.

### System Operation Support

In addition to access to skilled operational services via DKI's 24x7 Customer Services Centre, DKI provides suitably trained and qualified field technical support personnel for the site DKI TAS, PLC and SCADA. Both CSC and field technical support personnel are able to provide a range of operational support services including troubleshooting, system configuration and optimisation.

### Fault Monitoring & Analysis

DKI will manage logging and monitoring of DKI TAS, PLC and SCADA Faults with corrective action initiated through to resolution (either remotely or on site).

### Remote Diagnostics & Scheduled Remote Maintenance

DKI provide a range of monthly remote site maintenance activities to make sure the site is always working at the optimum level.

### Annual Site Inspection

DKI can provide an Annual Site Inspection for each of the Sites by request.

DKI will provide an Annual Site Inspection Report, which provides both a technical and non-technical description of the inspection process and the results achieved and any recommendations.

## DKI SUPPORT SERVICES CAPABILITY

### Software – Omega

- Provide basic telephone assistance for Users on how to use Omega/OfficeKey functions or reports. - *Includes providing assistance with user set-ups and adding/modifying card details*
- Provide telephone assistance and/or remote dial in service to diagnose and reinstate the normal operation of the Omega system following a software/operating system/database related issue.
- On site service to diagnose and reinstate the normal operation of the Omega system following a software/operating system/database related issue. Including database rebuilds.

### Technical information – Reference

Provide general technical information with regards to system configurations - servers, communication cards, Omega IP network, peripheral settings, or other configuration documentation.

### Host Communications Link

Provide telephone assistance and/or remote dial in service to reinstate Host communication link problems.

### Omega Peripherals

Provide telephone assistance and/or remote dial in service to reinstate interfaces or communications link problem to Omega peripheral devices such as Printers and ID Readers.

### Other Omega Interfaces

Provide telephone assistance and/or remote dial in service to diagnose, test, confirm, reinstate an interface or communications link problem to other Omega interfaces such as Tank Gauging and SCADA

### Software – Loading Controllers

Provide telephone assistance and/or remote dial in service to diagnose and reinstate the normal operation of the Loading Controller system following a software/operating system related issue

### Software – PLC

Provide telephone assistance and/or remote dial in service towards diagnosing a problem regards PLC logic.

### Technical information – Software

Provide technical configuration or revision information relating to system software - Operating systems, communication card drivers, Omega network drivers, peripheral driver settings, or other non proprietary configuration information.

#### Mini-Rebuild and Recovery

Re-indexation of database.

#### Database Re-Alignment

Removal of all current data from database, deletion of current database, creation of new database template, reloading of data, and re-indexation of database.

#### Database Rebuild

Complete Database Rebuild or 'raw' Omega database where backup recovery and other techniques have failed.

#### DKI works simulation

Attempted re-creation of faults and/or testing of symptoms or faults at DKI works.

#### Software Development

DKI will provide a quotation to define and develop minor software change/enhancements to the customer specifications.

#### Software License Management

Consultation with client that assists in managing mutual obligations under DKI Software License Agreement.

#### Omega software upgrade

One major release upgrade will be provided to each site as part of the total support agreement. Includes DKI License fees, remote management, preparation, release notes and remote upgrade via modem. Excludes any database conversions or on site assistance.

Additional Omega releases can be purchased by request.

#### Software configuration

DKI will maintain records of current Site DKI TAS, PLC and SCADA Software Configuration.

#### Software Archiving

DKI will secure an operating version of the current Software Release for each Site to enable each Site to restore the correct Release of the Software after a system failure or, as and when required.

## 4. EQUIPMENT HARDWARE SUPPORT

### Loading Controllers

Provide basic telephone assistance for Users on how to operate Loading Controllers or other defined Rack Automation devices

### Omega Peripherals

Provide basic telephone assistance for Users on how to operate Omega printers, card readers and other peripheral devices

### Hardware - Host Communications Link

Provide telephone assistance and/or remote dial in service to diagnose suspected faulty hardware and provide telephone only assistance for site personnel to exchange units.

### Hardware - Omega Peripherals

Provide telephone assistance and/or remote dial in service to diagnose suspected faulty hardware and provide telephone only assistance for site personnel to exchange serviceable module

### Hardware – Loading Controller

Provide telephone assistance and/or remote dial in service to diagnose suspected faulty hardware and provide telephone only assistance for site personnel to exchange serviceable module

Diagnosis, analysis, removal and replacement of changeover serviceable hardware module by a DKI representative on site can be arranged by request.

### Hardware - Omega Server

- Fault diagnosis  
Provide telephone assistance and/or remote dial in service to diagnose suspected faulty hardware and provide telephone only assistance for site personnel to exchange serviceable modules in server or manage replacement by other third party repair
- Warranty coordination  
Coordination of warranty services with vendor.
- On-site maintenance  
Diagnosis, analysis, removal and replacement of changeover serviceable hardware module by DKI representative onsite.

### Documentation

Maintain documentation of supported site system.

### Configuration

Maintain copies of supported sites system configuration E.g. AccuLoad Loading Controller configuration file as installed by DKI.

### Hardware - Omega peripherals

Provide THIRD PARTIES' detailed technical information relating to system hardware - servers, communication cards, terminal servers, field cabling, terminations, or other technical documentation.

Diagnosis, analysis, removal and replacement of changeover serviceable hardware module by DKI representative onsite.

### Spares management

DKI will provide an exchange/repair service of parts.

DKI will maintain records of agreed inventory of site spares owned by client.

*\*Specifics of each service will be defined in the Customer Support Contract.*

## SCOPE OF EQUIPMENT HARDWARE SUPPORT

### Loading bay hydraulics and electrics

Provide technical information for Users on interconnected and related hydraulic and electrical equipment in the loading bays. Eg Meters, strainers, valves

Provide telephone assistance and/or remote dial in service to diagnose interconnected and related hydraulic and electrical equipment in the loading bays

### Hardware – PLC

Provide telephone assistance and/or remote dial in service to diagnose suspected faulty hardware and provide telephone only assistance for site personnel to exchange serviceable module.

### Documentation

Maintain documentation of supported site hardware.

### Configuration

Maintain copies of supported sites configuration E.g. AccuLoad III configuration file as installed by DK1

### Hardware – Gantry

Diagnosis, analysis, removal and replacement of changeover serviceable hardware module by DK1 representative onsite.

### Spares management

DK1 will provide an exchange/repair service of parts.

DK1 will maintain records of agreed inventory of site spares owned by client.

### Equipment Installation

Installation of equipment into terminal / gantry site by request.

### Equipment decommissioning and removal

Removal of equipment from terminal / gantry site by request.

## 5. OPERATIONAL SUPPORT

### Managing Reporting at Site - Omega

Telephone assistance and/or remote dial in assistance to initiate reprinting of standard, auto activated Omega reports for direction to site report printer.

### DK1 CSC-generated operational reports

Provide a number of standard or bespoke monthly operation reports

### Remote monthly site check:

Undertake Monthly Omega system checks and house keeping.

### Annual Site Inspection

Attendance at a Customer Site by DK1 to undertake an inspection of the operation, in line with a predetermined check list.

### Training

A range of DK1 training services are available either as standard or customized programs. Training service fees apply.

Standard training programs include:

- On-site Systems operation
- Driver Loading Operation
- On-site Systems Maintenance

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