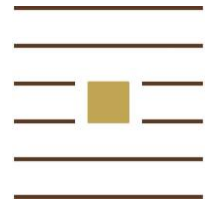


Seisquare Support

UDOMORE Ocean* plug-ins to Petrel*



Attention :

UDOMORE User Community

09/06/2015

For software support, please contact support@seisquare.com

*Marks of Schlumberger

SEISQUARE.COM



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1 Software support content

Seisquare support team is here to help customers make the best use of UDOMORE Ocean plug-ins to Petrel* through effective and responsive support. The following services and policies set the expectations for your relationship with us.*

1.1 General support services

Seisquare support team is here to ensure you enjoy quick and easy installation and use of UDOMORE Ocean* plug-ins to Petrel*. We provide general support services as part of your licensing package, at no additional cost.

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|---|--|
| Guidance for software installation | Having trouble with software installation? Contact us and we will coordinate action with Schlumberger support teams to ensure you're up and running fast. |
| Assistance with user issues | Software not behaving as you expect? Want to discuss available features, options and limitations? Want to share concerns with printed or online documentation? Contact us for a diagnosis and timely solution. |

1.2 Software maintenance & bug fixes

Seisquare support team is here to ensure you benefit from smooth software runs according to expectations, and the latest upgrades on UDOMORE solutions. We provide you with software maintenance and bug fixes as part of your licensing package, at no additional cost.

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| Software maintenance | Seisquare works continuously to upgrade software functionality according to requirements expressed by the UDOMORE User Community. If you're up to date on maintenance, you have access to the latest upgrades to UDOMORE software solutions. |
| Bug fixes | Software misbehaving? Contact us for a diagnosis, possible workaround and permanent solution. |

1.3 Software support & training services

Seisquare experienced consultants are here to accelerate user learning curves with UDOMORE software, maximize user performance, and ensure swift technology adoption.



We provide on-site and on-line software support/training, as part of a year-on-year support package. Contact us for a quote.

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|---|--|
| On-site software support (for UDOMORE “Champions”) | <ul style="list-style-type: none">• Seisquare expert consultant provides advanced training sessions to UDOMORE software users: the goal is to maximize technology adoption within the organization. |
| On-line software support (for all UDOMORE users) | <ul style="list-style-type: none">• Need a hand during first steps using our software? Seisquare senior consultant provides support to users “on the fly”: <u>8 hours on-line training at no additional cost with every purchase of 12 month local license (to be used within the first six months of the licence term).</u>• Additional support is provided to users on demand: the goal is to accelerate user learning curves and maximize user performance with UDOMORE software in the context of specific on-going operations. |

2 Software support delivery

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Seisquare support team is available on the phone, by email an via the Seisquare website. Bottom line is: when using UDOMORE solutions, Seisquare is with you every step of the way.
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2.1 Contact us

We’re here to help you. All you need to do is pick up the phone or write to us!

| | |
|--------------------------|---|
| Call us directly | <ul style="list-style-type: none">• Dial 0033 1 78 77 10 21• Speak with our support team• Receive a diagnostic and timely solution |
| Email us directly | <ul style="list-style-type: none">• Email support@seisquare.com• Submit your request• Receive a diagnostic and timely solution |



Contact us through our website

- Go to www.seisquare.com
- Fill in the request form in the software support page.
- Receive a diagnostic and timely solution

2.2 Access the latest upgrades

We work with Schlumberger to make sure you get access to the best technology, in your preferred software environment.

Access to upgrades

Need to download the latest upgrade? Contact us on support@seisquare.com; we coordinate with Schlumberger support teams to ensure you're up and running fast.