

SUPPORT AGREEMENT FOR SIGNOTEC SOFTWARE

('SUPPORT AGREEMENT')

Last updated: December 8, 2023

1. Applicability

This agreement applies to all customers or users with a paid and active user subscription for signotec online services as well as customers with active software maintenance (also called 'AMS'). Customers or users of signotec software or signotec online services without an active user subscription or without active software maintenance are not entitled to the following services.

2. Technical support

2.1. Support hours

Support is provided Monday to Friday from 9.00 a.m. to 4.00 p.m. (CET/CEST), excluding national holidays in Germany (hereinafter referred to as "working day").

2.2. Place of fulfilment

The place of fulfilment for support services is the business premises of signotec GmbH. Support services are provided exclusively by a ticket system (email), telephone and/or remote maintenance. Support services on site, i. e. at the user's registered office, are not part of this contract.

2.3. Additional Agreements

Additional agreements on extended support times and services can be agreed at separate conditions. There is no entitlement to the conclusion of such an agreement.

2.4. Communication channel

Problems are reported via the online ticket system at <https://support.signotec.com>. The report must have at least the following information:

- Your company name.
- Contact information (at least a valid e-mail address).
- Information on the software used and version number.
- Information on the hardware used and the operating system installed.
- A detailed error description with steps to reproduce the error.

After sending the form, you will receive an automatic reply within 60 minutes with a ticket number for further communication. You also have the possibility to track the status of your support tickets online via your personal login in the ticket system.

2.5. Prerequisites for troubleshooting

You must ensure at least the following requirements for troubleshooting:

- You report the error via the agreed communication channel.
- It is an error in a documented function within the signotec software.
- You are using a current version of the signotec software.
- The error is reproducible.
- A complete and comprehensible description of the system environment and the error is available.
- You are using the software in an operating system version that is regularly supported by signotec and the manufacturer.
- All information required for error analysis (e.g. traces, error logs, log files, documents, etc.) is available.
- Your willingness to test errors and releases in a neutral system environment.

2.6. Restrictions on support services

Not covered by the support are software problems that are caused, for example, by one of the following actions of the user or a third party commissioned by the user, in particular:

- faulty configuration of the software,
- modification of or damage to the software by the user or third parties whose actions the user must accept responsibility for.
- modification of the software by self-replicating programs (viruses),
- use of the software for purposes other than those intended in the product description,
- use of the software to an extent that violates the licence or other contractual terms.
- non-compliance with the instructions given in manuals and documentation for the operation of the software, in particular when using an API.

If signotec provides support services and it subsequently transpires that the problems were caused by one of the listed actions of the user or a third party, signotec is entitled to charge for these services according to the applicable hourly rates.

3. Error classification and response times (SLA)

3.1. Definitions

Response time: Time period in which you receive a personal confirmation or contact regarding your incident. The response time is defined in working days.

Confirmation: The confirmation consists of an acknowledgement of receipt, the name of a contact person and a (possibly preliminary) error classification as well as a possible request for further error information or materials.

Error correction: Correction of the error by suitable measures, e. g. installation of updates or correction of the error by workarounds or replacement of software that corresponds to the scope of performance of the old software or has a greater scope of performance.

3.2. Error classification

Simple error

- Description: The usability of the software is insignificantly restricted. The error can be circumvented with reasonable effort.
- Response time: 10 working days.
- Error correction: The error will be corrected within 9 months.

Serious error

- Description: Usability of the software is significantly restricted. The error can be circumvented with reasonable effort.
- Response time: 3 working days.
- Error correction: The error is corrected within 90 working days.

Critical error

- Description: Usability of the entire software is not possible. Disturbance of the system and data integrity. The error cannot be corrected or bypassed by the user.
- Response time: 2 working days.
- Error correction: The error is corrected within 10 working days.