



## SERVICES AND TERMS OF EXTENDED TECHNICAL SUPPORT FOR VERIDIA'S LICENSED SOFTWARE PRODUCTS

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### Terminology

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### Terminology

Incident — an abnormal situation that is not part of the normal functioning of the software product, associated with the loss/potential loss or reduction in the quality of the product's functioning.

SP — "Software Products," licensed software products of Veridia LLC (hereinafter referred to as the "Vendor"), provided for use under the relevant agreement.

DB — database.

Remote access — provision of remote access (VPN) to the Customer's infrastructure and the Vendor's installed SP.

Hotline — direct communication with support specialists via a personal account on the Helpdesk platform or, in exceptional cases, by email.

Software updates — a new, improved version of the Software, which may include bug fixes, new features and capabilities, security updates, software optimization, etc.

Technical support is a professional software maintenance service provided by the Vendor or an authorized (certified) Vendor Partner to ensure stable operation of the Software, receipt of Updates, etc., in accordance with the terms of the technical support agreement concluded with the Customer.

A Service Level Agreement (SLA) is a formal agreement between the Vendor and the Customer or Partner that defines service quality standards, availability, incident response times, and liability for non-performance.

First line support is the initial stage of interaction with the Customer, which deals with the prompt receipt, registration, classification, and resolution of 60–90% of typical incidents (access issues, simple settings, infrastructure issues not related to the SP). Complex, atypical, and targeted incidents are escalated by first-line support specialists to higher levels.

Time and materials (T&M) rates are a payment model in which the customer reimburses the vendor for the actual costs of work (hourly/daily rates for specialists) and related materials. This



model provides high project flexibility, allowing changes to the scope of work and priorities without renegotiating the contract, which is ideal for long-term or undefined tasks.

A license certificate is an official legal document or electronic record issued by the Vendor certifying the Customer's right to use a specific copy of the Software. The certificate confirms the legality of the License, the number of licenses, the license term, and is the basis for Technical Support.

The Customer is the end user, a legal entity that directly uses the Licenses and Software to address its operational needs, and is not involved in its development or technical support.

## **1. Terms of technical support services**

- 1.1. The purchase of Technical Support is a mandatory condition for the use of Software Licenses by the Customer.
- 1.2. A condition for the provision of Technical Support services to the Customer is the timely purchase of Technical Support for the entire package of the Vendor's Software Licenses available to the Customer.
- 1.3. The list and validity period of Licenses and Technical Support for them are confirmed by a License Certificate, which may contain the License key, information about the number of licenses, the start and end dates of the licenses (term of validity), the start and end dates of Technical Support, as well as information about the Customer's trusted (authorized) persons and their contact details.
- 1.4. Upon expiration of the Term of Technical Support, the Customer automatically loses the right to Technical Support if the Customer has not purchased Technical Support for the subsequent period (renewal).
- 1.5. During the period of Technical Support services for a specific version of the SP, the Vendor's obligations are limited to the latest update of the specified SP. From the moment the Vendor announces the termination of support for a specific version of the SP, it shall provide support for the SP of the latest updated version and for versions released no later than 6 (six) months prior to the date of the termination of support announcement.
- 1.6. The Vendor may provide services for the development of additional functionality or integration, based on technical specifications agreed with the Customer and in accordance with the "time and materials" rates provided by the Vendor for such services, provided that this is agreed between the parties and confirmed by an official additional order from the Customer.

## **2. Submitting a request**

- 2.1. In the event of an incident with the Vendor's SP, the Customer must submit a written request to the Vendor's support service by:
  - creating a request in their personal account on the Helpdesk platform (<https://helpdesk.veridia.com.ua>), using the account specified in the License Certificate;



- sending a letter to the email address specified in the License Certificate if it is not possible to submit it via the Helpdesk platform.
- 2.2. When submitting a written request, the Customer must include the following information:
- a complete and clear written description of the incident;
  - a screenshot of the incident (if available);
  - log files for the period of the incident;
  - time and date of the incident
  - the name of the SP and its version;
  - indicate on which agent/group of agents/telephone line, etc., the incident occurs;
  - indicate whether and what work was carried out on the stand where the software is deployed;
  - indicate one of the possible priorities of the incident, in accordance with these Terms and Conditions.
- 2.3. All consultations regarding the incident shall be provided to the Customer's trusted (authorized) person specified in the License Certificate.

### 3. Work schedule.

- 3.1. The Vendor's technical support service operates according to the following schedule:

**Days:** Monday – Friday.

**Hours:** 09:00 – 18:00 (GMT+2 time zone, unless otherwise specified in the Agreement).

**Weekends:** Saturday, Sunday, and public holidays.

- 3.2. The Vendor's technical support service working hours may be changed depending on the terms of the service level agreement (SLA), incident priorities, and response times agreed upon by the parties and approved in the extended support agreement.

### 4. The responsibilities of the technical support service include:

- 4.1. Resolving incidents in accordance with established priorities and agreed response times, taking into account the criticality of the incident and its impact on the Customer's functional processes.
- 4.2. Analyzing identified errors on the Customer's resources, provided that the Customer grants remote access to the support department specialists to the servers running the software and the software itself.
- 4.3. Correcting identified software errors, providing a version of the software with corrections to errors in the software's operation, provided that the Customer grants remote access to the support department specialists to the servers with the software.
- 4.4. Consulting on software configuration and operation.
- 4.5. Hotline support is provided through communication in the Helpdesk personal account or by exchanging messages to the email address specified in the certificate.



- 4.6. Remote provision (by placing SP images in a repository allocated to the Customer by the Vendor, or by transferring images to the Customer's repository) of a standard SP version update, which may (at the Vendor's discretion) contain SP improvements.
- 4.7. The Vendor's actions will depend on the nature and severity of the specific incident and will include reasonable efforts to correct it. If the Customer is unable to continue its activities due to errors in the operation of the Software, the Vendor shall, at a minimum, provide a temporary solution, make a reasonable attempt to urgently implement a workaround for the error as soon as possible, after the Customer has provided sufficient technical and functional details of the error and the necessary access.

## 5. Priorities, response times, and recovery.

- 5.1. **Priority determination.** When registering a request with technical support, the Customer independently determines the priority level of the incident. If there are difficulties with classification, the Customer may consult a first-line support specialist.
- 5.2. **Default priority.** If the Customer's representative did not specify a priority when creating the request, such an incident is automatically assigned a "Normal" priority.
- 5.3. **Priority change.** The parties have the right to review the priority level of the incident (both increase and decrease it) during the process, depending on the actual impact of the problem on business processes and the stages of its resolution.
- 5.4. **Priority classification.**
- 5.4.1. **High (Critical):** Complete disruption of the Software Product (SP), key functions are unavailable:
- Critical impact on the Customer's core business operations.
  - Threat to business continuity or risk of significant financial losses.
  - Risk of reputational damage.
  - Condition: The customer is ready to provide access, support, and resources 24/7 to resolve the incident as quickly as possible.
- 5.4.2. **Normal:** Partial disruption of SP operation, functionality is limited but not blocked, may affect some of the Customer's business operations:
- Impact on individual business processes without the threat of business interruption.
  - No risk of significant financial or reputational damage.
  - Condition: Work on the incident is carried out within the standard working hours of the Customer and the Vendor.
- 5.4.3. **Low (Consultative):** The software is operating normally. The request concerns clarification or additional information:
- Questions regarding the use of standard functionality.
  - Requests for updates, configuration changes, or software upgrades.
  - Requests to change the configuration of resources on which the software is installed.



#### 5.5. Service Level Agreement (SLA):

Priority	Response time, business hours**	Estimated recovery time*
High	1 hour	8 business hours*
Normal	4 hours	10 working days*
Low	Up to 24 hours	30 business days*

\* The recovery time calculation begins when the Vendor obtains full remote access to the Customer's equipment and software.

\*\* The Vendor's technical support response time may be changed depending on the terms of the service level agreement (SLA), incident priorities, and response times agreed upon by the parties and approved in the extended support agreement.

#### 6. Extended technical support does NOT include:

- 6.1. Improvements to the Software, namely, modifications to the Software's functionality based on additional Customer requests — i.e., requirements not included in the basic functionality or original technical specifications;
- 6.2. Training and preparation of personnel;
- 6.3. Changing the settings of the software;
- 6.4. Correction of errors caused by improper use of the software contrary to the documentation provided with the Software, or the use of computer hardware or software that is not supported by the Software in accordance with the specifications provided in the relevant Software documentation, or the use of any version of the Software not supported by the Vendor;
- 6.5. Maintaining the operability of databases (DB), including DB replication and recovery;
- 6.6. Configuration of PCs, equipment, local networks, and software from other developers;
- 6.7. Work on making changes, migration, installation, integration, testing, and other additional services required by the Customer to implement new versions of the Software, unless otherwise agreed by the parties and specified in the extended support agreement;
- 6.8. Configuration of monitoring systems, including server resources and software installed at the Customer's premises.

Such services are ordered and paid for by the Customer separately.

#### 7. Restrictions:

- 7.1. The provision of extended technical support services requires the mandatory availability of standard technical support for all licenses held by the Customer.



- 7.2. The Customer must have a first-line support team responsible for sorting requests and handling incidents not related to the Vendor's software in order for the Vendor to provide extended support services.
- 7.3. The remote access procedure shall be agreed in writing between the Vendor and the Customer. The Vendor shall not be liable for any delay in rectifying an error in the operation of the Software if the delay arose due to the untimely provision, inability to use, or unreliability of remote access to the Software.
- 7.4. The Vendor shall be exempt from liability for non-performance or improper performance of maintenance services in the event of force majeure, namely:
  - 7.4.1. floods, earthquakes, storms, land subsidence, tsunamis, other natural disasters, epidemics;
  - 7.4.2. fires, explosions, breakdowns or damage to machinery and equipment;
  - 7.4.3. strikes, sabotage, lockouts, and other unforeseen production stoppages;
  - 7.4.4. declared or undeclared war, other military actions, revolution, mass riots, strikes, piracy;
  - 7.4.5. legal or illegal actions of state authorities or government agencies and their structural units that prevent the performance of the contract (e.g., export/import embargoes, currency restrictions, etc.);
  - 7.4.6. other circumstances beyond the control of the Parties, if these circumstances directly affected the performance of this Agreement.
- 7.5. The existence and duration of force majeure circumstances shall be confirmed by the Ukrainian Chamber of Commerce and Industry.

## **8. Additional conditions for the provision of support by the Vendor:**

- 8.1. Technical support packages are purchased for a period of at least one year for the entire range of products owned by the Customer. The purchase of support for only some of the products is not permitted.
- 8.2. The term "year" shall be understood to mean a period of 365 calendar days.
- 8.3. When purchasing technical support, the Customer must have valid licenses for the entire volume of software products issued.

## **9. Updates.**

- 9.1. From time to time, the Vendor may provide updates, upgrades, patches, bug fixes, and other modifications to improve the Software ("Updates"). The Customer may need to install Updates to continue using the Software.



9.2. Updates entail the free provision of licenses for new versions of the products. Updates do not include the Vendor's work (except for consulting services) that may be associated with the installation, configuration, and testing of updates.