



SERVICES AND TERMS OF STANDARD TECHNICAL SUPPORT FOR LICENSED SOFTWARE PRODUCTS OF VERIDIA

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

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

License certificate – 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.

Customer – the end user, a legal entity that directly uses the Licenses and the 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.

2. Submitting a request

- 2.5. In the event of an incident with the Vendor's Software, 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.
- 2.6. 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 application 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.
- 2.7. 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.

4. The responsibilities of the technical support service include:

- 4.1. Prompt resolution of user requests;
- 4.2. Analysis of errors detected 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 provides 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 provided via email or communication in the Helpdesk personal account;
- 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.

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. Standard technical support does NOT include:

- 5.1. 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;
- 5.2. Training and preparation of personnel;
- 5.3. Changing the settings of the software;
- 5.4. Correction of errors caused by improper use of the software contrary to the documentation provided with the software, or the use of computer equipment or software that is not supported by the software in accordance with the specifications provided in the software documentation, or the use of any version of the software not supported by the Vendor;



- 5.5. Maintaining the operability of databases (DB), including DB replication and recovery;
- 5.6. Configuration of PCs, equipment, local networks, and software from other developers;
- 5.7. Work on making changes, migration, installation, integration, testing, and other additional services required by the Customer to implement new versions of the Software.
- 5.8. Configuration of monitoring systems, including server resources and software installed at the Customer's premises.

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

6. Restrictions:

- 6.1. 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 a software error if the delay is due to the untimely provision, inability to use, or unreliability of remote access to the software.
- 6.2. The Vendor shall be exempt from liability for non-performance or improper performance of maintenance services in the event of force majeure, namely:
 - a) floods, earthquakes, storms, land subsidence, tsunamis, other natural disasters, epidemics;
 - b) fires, explosions, breakdowns or damage to machinery and equipment;
 - c) strikes, sabotage, lockouts, and other unforeseen production stoppages;
 - d) declared or undeclared war, other military actions, revolution, mass riots, strikes, piracy;
 - e) 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.);
 - f) other circumstances beyond the control of the Parties, if these circumstances directly affected the performance of this Agreement.

The existence and duration of force majeure circumstances shall be confirmed by the Ukrainian Chamber of Commerce and Industry.

7. Additional conditions for the provision of support by the Vendor:

- 7.1. 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 part of the products is not permitted.
- 7.2. The term "year" shall be understood to mean a period of 365 calendar days.
- 7.3. When purchasing technical support, the Customer must have valid licenses for the entire volume of software products issued.



8. Updates.

- 8.1. 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.
- 8.2. 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.