Maintenance & Support Services

Title	Service description - software maintenance & support	
Version	Version 7, Sept 2025	Revision 2025
Classification	Commercial in Confidence	

Document history

Version	Date	Change Description
Initial version	16th November 2011	New document
Version 2	January 2012 - May 2012	Revision 2012
Version 3	October 2019	Revision 2019
Version 4	January 2021	Rebranding to SecurityBridge
Version 5	February 2022	Revision 2022
Version 6	June 2023	Included ET support times for US customers
Version 7	Sept 2025	Global Agreement for all SB customers, referring to UTC times for support hours

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This Software Maintenance and Support Exhibit forms a part of the SecurityBridge General Terms and governs your purchase, and SecurityBridge's provision of Support Services.

I. SCOPE AND PREREQUISITES FOR SUPPORT SERVICES

SECURITYBRIDGE provides support services to enable the smooth operation of any SecurityBridge product. These services are available for software subscription customers who have an active subscription contract.

The support services encompass maintenance/problem solving in connection with the operation of SecurityBridge products. Problems that arise from other sources, for instance through the combination or interplay with third party's software (i.e., operating system, DB or other software developers), are not covered by the support agreement. In the event that support services are provided upon request of customer and after the identification of the cause for the specific problem it becomes apparent that these support services were not covered under the support agreement, or that the solution of the problem was easily detectable through self- help listed in the appropriate documentation, or described in the electronic help desk system (as set forth in Section 2.1), such services provided shall be invoiced at the then current price list of SecurityBridge.

With regard to on-site support services, any related expenses and mileage shall be billed separately. In that event, 50% of the travel time to get to and from customer's site shall be invoiced separately, together with any time charged for services provided in accordance with the respective and then current price list of SecurityBridge.

If the SecurityBridge software is not being used as authorized, particularly not in accordance with specified prerequisites of the system and outside of the granted parameters of its use, the receipt of any support services therefore shall be excluded. This section shall also apply with regard to any modifications made by the end customer.

Customer or project specific enhancements or changes to the products that are developed by the customer on their own account or by SecurityBridge on behalf of the customer are not in

the scope of support services provided by SecurityBridge. This could e.g. be user exits, set ups of configuration, interfaces to third-party software, etc. However, in the case of a necessary analysis or adjustment, SecurityBridge will be aiming to provide the customer with a proposal for a consulting project.

Some components that are part of products provided by SecurityBridge are dependent to receive correct data. Usually these data are provided by standard protocols of monitored com- ponents (software or hardware). If these data are not provided correctly or the component cannot be accessed and the source of the issue is beyond the scope of the SecurityBridge products, this case is not covered by the support services.

SecurityBridge reserves the right to not support new hardware, firmware or software versions in its products. In this event SecurityBridge will be aiming to provide the customer with a proposal to implement it within the scope of a consulting project.

II. STANDARD SUPPORT (= ELECTRONIC SUPPORT)

1. Helpdesk System

SecurityBridge is offering electronic support via a help desk system (oss.securitybridge.com). Any notification of a failure or defect must be placed in accordance with the stipulations of this system. Customer shall be obligated to initially attempt to solve the problem as set forth in Section 5 titled "Cooperation". In the event that such an attempt shall not solve the problem, customer shall receive, in response to the notification of such error, an electronically submitted answer dependent upon the classification of the problem, as defined below:

Priority	Definition
Blocker	The customer's productive system comes to a complete standstill because of the SecurityBridge software.
Critical	The customer's productive system is severely affected because of the SecurityBridge software.
Major	The basic functions of the SecurityBridge software can only be used subject to limitations, which affect customer's operation.
Minor	The functions of the SecurityBridge software can be used without limitations. The failure/defect is merely an inconvenience for the customer.

2. Response times and urgency

Priority	Response time
Blocker	within 2 business hours during local support times
High	within 4 business hours during local support times
Major	within 2 business days during local support times
Minor	at SecurityBridge' discretion

3. Support Service Hours

Global SecurityBridge Support is available exclusively on business days, Monday through Friday, during the following service hours:

00:30 am – 09:30 pm UTC

Extended support service hours can be arranged upon explicit customer request but shall be subject to a separate agreement.

4. E-mail and Telephone Support

In the event that a customer has additional questions, an employee of SecurityBridge shall respond directly via e-mail or telephone to customer's primary contact name, provided that the e-mail addresses and phone numbers of customer's contact names are available to SecurityBridge (customer's duty of cooperation)

5. On-Site Support

At SecurityBridge discretion, SecurityBridge may dispatch an SecurityBridge employee or affiliate to customer's site to assist with the resolution of a specific problem.

III. UPDATES

1. New program versions

If new program versions (main programs) have been developed, SecurityBridge shall offer such software automatically to all of the customers. SecurityBridge shall regularly provide support only for the respective most current program version and its immediately preceding program version. With regard to sub-programs that are compatible to the relevant program version, SecurityBridge shall only provide support services for the most current sub-program. The compatibility shall be described by SecurityBridge in its various media of information.

2. Corrections/Updates

SecurityBridge regularly provides program updates to cope with all known problems of the underlying program version. SecurityBridge shall provide support only for the most current

respective program update.

IV. OUTDATED OR OBSOLETE PRODUCTS (DE-SUPPORT)

SecurityBridge shall give customer a 12 months' notice of its decision to discontinue support services with regard to a specific product (de-support). In the event of de-support, customer shall be provided with a free, irrevocable, non-exclusive, non-assignable and unlimited right to use the respective source code which shall be transferred to customer by SecurityBridge at the point in time when the pertinent support services shall be discontinued.
The right to use the source code shall be transferred only for the purposes of continuing to maintenance the latest support status of the respective product.

V. CUSTOMER'S COOPERATION

Customer shall provide SecurityBridge with two contact names, including their e-mail addresses as well as their phone numbers (see Exhibit A). In the event of a change of the respective contact names, Customer shall immediately notify SecurityBridge thereof.

Customer shall be obligated, before entering a notification of a failure/defect, to use the electronic help desk system in order to ascertain whether there are solutions available in the FAQ list or in the general data base to resolve Customer's problem. If the latter is the case, customer shall be obligated to try that solution (for instance, by loading a program update) before customer can claim any further support services.

Customer shall provide SecurityBridge with the necessary information (data protocol, etc.) in order to resolve the problem. Should the documentation refer to test programs, customer shall generate such information with the assistance of those separate programs.
Customer's obligations regarding remote support (Section 2) shall remain in effect.
With respect to on-site support, customer shall provide the assigned SecurityBridge employee with free access, including the rights to access the necessary systems.