



## Support Plan Description of Traco Custom Software

**Standard Software support** is an offer which includes the following specific components:

a) **Technical support**

Technical Support is available via Web case logging portal [http:// matematik.traco.sk:8080](http://matematik.traco.sk:8080) with 7 days x 24 hours access. Web case logging is the preferred form of contacting support for all non-critical issues. Each customer will have own access credentials into the Web support portal with ability to tracking support cases. Traco Systems will use reasonable commercial efforts to meet a 4-hour response target for all logged requests Monday through Friday during normal business hours (8/5 - 9:00 am to 5:00 pm, local to the Traco contact center) and 48-hours on weekends.

"Response" shall mean the initiation of an action by Traco Systems to the support request. The service provided by Traco is limited to Traco qualified hardware and software.

"Critical Issues" shall mean the customer is experiencing an issue for which there is no acceptable work alternative and that is seriously impacting the customer's ability to conduct business.

Traco reserves the right to modify the hours of availability, if the customer does not appropriately comply with the above defined usage criteria.

Technical Support provided outside normal business hours (9:00 am to 5:00 pm, local to the Traco contact center) will be available only for Critical Issues.

Traco will also provide 5 days x 8 hours technical support via telephone for Critical Issues with High Priority queuing under this Standards support plans. "High Priority" means the call will be answered before all calls preceding it are answered, except for calls of the same or higher priority. Traco will use reasonable commercial efforts to address these calls within 4 hours. Each customer will obtain first line telephone contact.

Traco reserves the right to suspend telephone access, or modify the hours of availability, if the customer does not appropriately comply with the above defined usage criteria.

Technical Support will be delivered in English.

b) **Software Patches and Updates**

From time to time Traco will make available to the customer software patches and Updates. "Updates" are any of the following: maintenance releases and software feature releases (also called software upgrades). When applicable, Traco may also distribute customer specific bug fixes ("Bug Fixes"). Bug Fixes have limited testing and are distributed only to those customers exhibiting the particular issues that are addressed by the Bug Fixes. Traco may, at its discretion, post freely downloadable software patches, Bug Fixes or Updates on [www.traco.sk](http://www.traco.sk).

This plan only covers software patches and Updates for current shipping software releases. No back releases will be provided. Customers are not entitled to any refunds or credits for Traco Support Plan Description past purchases of software Updates. Rights to software Updates cease with support plan termination or expiration.

Access to source code of the software is not covered by support, accessing to source code is not allowed.

Feature request and "Major changes" are not covered by support, customer have to open it as a sales issue.

"Major Changes" shall mean changes related to major upgrades of Avid Media Central Cloud UX that



brings significant changes of the platform architecture or significant changes in platform API. Usually for Major upgrades of the platform.

c) **Professional services**

Professional services, training services, additional required upgrades of hardware, software or third party products; and the installation of patches or Updates are not included with the software patches or Updates. All such additional upgrades and services must be purchased separately.

d) **Escalation Process**

Traco employs an industry-standard escalation process driven by Atlassian for all support events that cannot be resolved within a reasonable time. This process provides for increasing levels of resources and technical assistance to be applied based on both elapsed time and the level of severity of the issue.

e) **RemoteConnectivity**

Traco provides remote support to customers. Customers are expected to provide remote access to Traco software to aid in the diagnosis and trouble-shooting process. Traco Technical Support personnel will use secure tools to directly access the user interface in order to test and/or resolve technical issues. Traco reserves the right to charge an additional support difficulty surcharge; at Traco's current rates (available upon request); on all support contracts when the customer is unable, or unwilling, to provide remote access to the supported equipment. This surcharge does not entitle the customer to onsite support.

f) **Onsite Support not included**

Onsite assistance is optional and chargeable at Traco's current rates (available upon request), together with travel time and expenses, at the time of provision of the service. It is charged on a daily rate that cannot be pro-rated for parts of a day (unless contractually agreed to in advance of a request). A "day" is defined as not more than nine hours of onsite presence; to include appropriate breaks for meals, etc. (local labor laws apply). Onsite support service charges are non-refundable.

g) **Questions or Additional Informations**

If you have questions regarding this Support Plan Description, please contact Traco Systems a.s. by sending an email to [info@traco.sk](mailto:info@traco.sk).

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