Support Plan / Service Level Agreement

Traco Systems a.s. - Standard 5×8 software support

1. Scope

This Support Plan / Service Level Agreement ("SLA") describes the standard 5×8 software support provided by Traco Systems a.s. ("Traco") for its software, subject to a valid and paid support subscription. It applies together with the Traco Commercial Terms & Conditions and the Traco EULA.

2. Support hours and channels

The web case portal is available 24/7 for logging support cases and is the preferred channel. It can be reached via the support link at www.traco.sk; each customer receives its own credentials and can track its cases. Case handling and response are provided Monday to Friday, 09:00–17:00 CET, excluding Slovak public holidays ("Business Hours") — a 5×8 service. First-line telephone contact is available during Business Hours for Critical issues with high-priority queuing. Support is delivered in English.

3. Severity levels and response targets

Critical (P1) – production is down with no acceptable workaround and business is seriously impacted: response target within 4 Business Hours. **High (P2)** – a major function is impaired, a workaround may exist: response target within 8 Business Hours. **Normal (P3)** – minor issue, question or request: response target within 2 Business Days. "Response" means Traco's initial action to acknowledge and begin work on a case. Response targets are measured during Business Hours on a reasonable-commercial-efforts basis; they are targets, not guaranteed resolution times, and no service credits or penalties apply.

4. Software patches and updates

From time to time Traco makes software patches and Updates (maintenance and feature releases) available. Customer-specific bug fixes may be provided with limited testing. This plan covers only current shipping releases; no back releases are provided. Rights to Updates cease on termination or expiry of the support plan. Access to source code is not covered and is not permitted. Feature requests and "Major Changes" (changes arising from major upgrades of the Avid MediaCentral Cloud UX platform architecture or API) are not covered and must be raised as a sales request.

5. Exclusions – what is not covered

The following are not covered by support: professional services, training, and the installation of patches, Updates or upgrades (purchased separately); third-party products and platforms (e.g. Avid MediaCentral, Vizrt), the customer's infrastructure, network or operating system; issues caused by customer modifications, by software versions that are no longer supported, or by use outside the documentation; and issues arising where the customer does not provide the required remote access.

6. Dependencies

Support is provided only where: (a) the customer holds a valid and paid support subscription; (b) the customer runs a currently supported version of the software; and (c) the customer provides secure remote access for diagnosis and troubleshooting.

7. Remote connectivity

Traco provides remote support and the customer is expected to provide secure remote access to the software. Traco uses secure tools to access the user interface to test and resolve issues. Traco may apply a support-difficulty surcharge (at current rates, available on request) where the customer is unable or unwilling to provide remote access; this surcharge does not entitle the customer to onsite support.

8. Onsite support (not included)

Onsite assistance is optional and chargeable at Traco's current rates (available on request), together with travel time and expenses. It is charged at a daily rate that cannot be pro-rated for part of a day unless agreed in advance. A "day" is up to nine hours of onsite presence, including breaks (local labour laws apply). Onsite charges are non-refundable.

9. Escalation

Traco operates an industry-standard escalation process (managed in Atlassian) for support events that cannot be resolved within a reasonable time, applying increasing levels of resource based on elapsed time and severity.

10. No availability or uptime guarantee

The software may run on the customer's or a third party's (e.g. Avid) infrastructure. Traco provides support on the terms above but does not guarantee any software availability or uptime percentage. Response targets are not guarantees of resolution.

11. Limitation of liability

To the maximum extent permitted by law, Traco's total aggregate liability under this SLA shall not exceed the support fees paid by the customer in the 12 months preceding the event giving rise to the claim. Traco is not liable for any indirect, incidental or consequential loss, or for loss of profit, revenue, data or business. Nothing limits liability that cannot be limited by law.

12. Force majeure

Neither party is liable for delay or failure to perform caused by events beyond its reasonable control, including power or network failure, acts of third-party platform or service providers, strikes or governmental action.

13. Governing law

This SLA is governed by the laws of the Slovak Republic, and the parties submit to the jurisdiction of the competent Slovak courts, unless otherwise agreed in writing. Questions: info@traco.sk.

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