

ANYLINE GENERAL TERMS AND CONDITIONS FOR SOFTWARE AND SERVICES

The following general terms and conditions, including attachments (the "T&Cs") and the order form (the "**SUBSCRIPTION FORM**") constitute the "**AGREEMENT**" between Anyline GmbH ("**ANYLINE**") and the company named as customer in the SUBSCRIPTION FORM ("**CUSTOMER/You**"). The AGREEMENT governs the access and use of the ANYLINE SDK, SERVICES and DOCUMENTATION licensed/provided by ANYLINE or its AFFILIATED COMPANIES, suppliers or licensors.

By signing a SUBSCRIPTION FORM referring to the T&Cs or placing an order referring to it, the CUSTOMER is bound by the terms of this AGREEMENT. If the AGREEMENT is concluded on behalf of a legal entity/company, the signatory warrants that he/she has the necessary authority to validly represent such legal entity. If the CUSTOMER does not agree with the terms of the AGREEMENT, he/she may not use the ANYLINE SDK, SERVICES and DOCUMENTATION.

The AGREEMENT shall become binding upon acceptance of the SUBSCRIPTION FORM by ANYLINE (ie countersignature). In case of contradictions between the SUBSCRIPTION FORM and the T&Cs, the provisions of the SUBSCRIPTION FORM shall prevail. Terms used in the SUBSCRIPTION FORM but not defined therein shall have the meaning ascribed to them in the T&Cs. **ANYLINE expressly rejects any procurement or general terms and conditions of the CUSTOMER and they shall not become part of the AGREEMENT. This applies in particular to references to purchase or general terms and conditions on orders of the CUSTOMER (also referred to as Purchase Order or PO).** In case a TRIALSUBSCRIPTIONS is requested, the AGREEMENT shall become binding upon performance by ANYLINE.

1 ANYLINE SDK - SUBSCRIPTION

ANYLINE has developed and licenses to partners and customers optical character recognition (OCR) software referred to as the "**ANYLINE SDK**". The software provides, as a package, various functions and processes that are used to develop software applications (e.g., Apps) (the "**APPLICATIONS**"). Such APPLICATIONS are executed by end users on IT devices. The ANYLINE SDK is provided for different scanning solutions ("**SOLUTIONS**"). Each SOLUTION consists of different CAPABILITIES which are described in more detail in the DOCUMENTATION. The contractual SOLUTION is agreed in the SUBSCRIPTION FORM. Any use of the ANYLINE SDK beyond of the agreed SOLUTION is only possible after express documented consent by ANYLINE.

1.1 TESTSUBSCRIPTION

The T&Cs also apply to TESTSUBSCRIPTIONS. "**TESTSUBSCRIPTIONS**" are SUBSCRIPTIONS within the meaning of section 1.3 that enable the CUSTOMER to develop or test use cases in a non-production environment. TESTSUBSCRIPTIONS are described in the SUBSCRIPTION FORM and may only be used for the purpose mentioned above.

1.2 TRIALSUBSCRIPTIONS

The T&Cs also apply to TRIALSUBSCRIPTIONS. "**TRIALSUBSCRIPTIONS**" allow the CUSTOMER to test whether the ANYLINE SDK's features (including in terms of accuracy or scanning speed), usability and other parameters meet CUSTOMER's requirements, whereas TRIALSUBSCRIPTIONS, in addition to the limitations set forth in section 1.3, (i) are limited to testing purposes in non-commercial environments, and (ii) (in deviation from section 1.4.3) **end 30 days after** the creation of the digital test key, unless otherwise agreed.

1.3 LICENSE

- 1.3.1 Subject to the terms of the AGREEMENT, ANYLINE grants a limited, revocable, non-exclusive, non-transferable, royalty-bearing license to the agreed SOLUTION, the ANYLINE SDK and DOCUMENTATION for the term of the AGREEMENT (the "**SUBSCRIPTION**"). The SUBSCRIPTION allows CUSTOMER to integrate the ANYLINE SDK into its APPLICATIONS, to use, copy, store and, if permitted, transfer it, and to use or distribute the ANYLINE SDK as part of the APPLICATIONS.
- 1.3.2 The ANYLINE SDK is licensed and not sold. ANYLINE, its suppliers and licensors reserve all rights not expressly granted herein.
- 1.3.3 Unless otherwise specified in the SUBSCRIPTION FORM, a SUBSCRIPTION is granted for one BUNDLE ID and for a limited number of scans or devices ("**UNITS**"). Use for additional UNITS is subject to a fee and only possible after prior, documented consent by ANYLINE.
- 1.3.4 If the ANYLINE SDK is included in an app or website, each LICENSE KEY applies to a BUNDLE ID/WEBSITE URL (i.e., a specific bundle ID, package name, or app store ID) that is not a WILDCARD BUNDLE ID, for iOS, Android, Web API, Windows, or JavaScript, respectively. If apps are distributed in multiple app stores, under different brands, or otherwise multiple times, a SUBSCRIPTION is required per distribution channel and brand, even if the same BUNDLE ID/APPLICATION ID is used. If the ANYLINE SDK is to be included in apps or websites via a WILDCARD BUNDLE ID/APPLICATION ID or app development kit provided to end users, a SUBSCRIPTION and the execution of another SUBSCRIPTION FORM is required for each app or website.
- 1.3.5 ANYLINE provides detailed documentation and descriptions of the interfaces for the use and implementation of the ANYLINE SDK in the DOCUMENTATION.
- 1.3.6 **Open-Source-Software.** The source code of the ANYLINE SDK contains source code developed by third parties and used on the basis of open source licences. The corresponding open-source licences are available at: <https://anyline.com/imprint-and-legal> "Third Party License Agreements". In order to comply with all open-source licence terms, you must make these open-source licence terms available to your customers and end users and bind them to them, e.g. by including them in your licence agreements.
- 1.3.7 **Platforms.** The ANYLINE SDK can be used on various platforms such as iOS, Android, Windows, JavaScript, etc. The platform requirements necessary to use the ANYLINE SDK can be seen in the DOCUMENTATION. The CUSTOMER must operate the respective desired platform at his own expense.
- 1.3.8 **Updates.** ANYLINE provides software releases, service packs, build updates or emergency corrections for the ANYLINE SDK and the respective DOCUMENTATION (the "**UPDATES**") on a regular basis and without prior notice. An UPDATE is identified by a consecutive version number (eg v36, v37, v38). The installation of the UPDATES is necessary to be able to use the latest functions of the ANYLINE SDK. Except for the SOLUTION Face Authentication (FAU), there is no obligation to install an UPDATE. UPDATES are offered by ANYLINE at its own discretion and ANYLINE is not obliged to develop updates or to provide any maintenance services. From the

release of an UPDATE, the respective previous version of the ANYLINE SDK will remain available for a further two (2) years. Only the current version of the ANYLINE SDK will be maintained by the SUPPORT-SERVICES. CUSTOMERS using SOLUTION Face Authentication (FAU) must immediately install any UPDATE for security reasons, at the latest within 20 BUSINESS DAYS.

1.4 LICENSE KEY

1.4.1 A valid LICENSE KEY is required to use the ANYLINE SDK. LICENSE KEYS must be renewed at the end of the expiration date of the LICENSE KEY, regardless of the TERM (see section 1.4.3).

1.4.2 **Delivery.** The LICENSE KEY(S) shall be delivered either (i) on the "SUBSCRIPTION Start Date" (as shown in the SUBSCRIPTION FORM), (ii) within three (3) BUSINESS DAYS if the "SUBSCRIPTION Start Date" is within a period of three (3) BUSINESS DAYS commencing on the date of execution of the SUBSCRIPTION FORM or (iii) in accordance with section 1.4.3, via download, by e-mail or in any other manner email or in any other form deemed appropriate by ANYLINE (the date of transmission of the LICENSE KEY hereinafter the "ISSUE DATE").

1.4.3 **Renewal of LICENSE KEY(S).** Unless otherwise agreed, a LICENSE KEY shall be valid from the ISSUE DATE until the expiration date set forth in the LICENSE KEY ("LICENSE PERIOD") and must be renewed in a timely manner prior to the expiration of the LICENSE PERIOD. Subject to the next sentence, the expiration date of a LICENSE KEY is generally the anniversary of the ISSUE DATE of the applicable LICENSE KEY, which means LICENSE KEYS are generally issued for a period of approximately 12 months. If the remaining LICENSE PERIOD is less than 12 months (i) at the time of renewal, or (ii) in the event that another LICENSE KEY is added to this AGREEMENT by SUBSCRIPTION FORM, the LICENSE KEY shall terminate upon expiration of the TERM. ANYLINE will use its best efforts to notify CUSTOMER of any pending renewal, but it is CUSTOMER's sole responsibility to ensure the timely issuance of a new LICENSE KEY by ANYLINE. ANYLINE assumes no liability for any delay or failure to renew the LICENSE KEY if such delay or failure is due to the conduct of the CUSTOMER. A valid AGREEMENT is always a prerequisite for the issuance of a new LICENSE KEY.

2 Services

The services listed in sections 2.1-2.3 (the "SERVICES") shall be provided by ANYLINE on the basis of the information and documents provided by the CUSTOMER. To the extent necessary, the CUSTOMER shall provide test data at its expense and give ANYLINE the opportunity to perform tests. The place of performance for the SERVICES is Vienna, Austria.

2.1 SUPPORT-SERVICES

ANYLINE shall provide maintenance and support services in accordance with the support package selected in the SUBSCRIPTION FORM. The content of the support packages is set out in [Appendix 2.1](#) (the "SUPPORT SERVICES"). Support requests are to be registered in the customer support portal (see SUBSCRIPTION FORM).

2.2 Adaptions and integration

2.2.1 Individual adaptations of the ANYLINE SDK (e.g. customer-specific scanning requirements) shall be described in detail in the SUBSCRIPTION FORM, stating the required specifications, costs, time schedule as well as the CUSTOMER's obligations to cooperate (the "ADAPTATION(S)"). The CUSTOMER does not acquire any exclusive right to the source code of the ANYLINE SDK, even if the ANYLINE SDK has been customized.

2.2.2 The CUSTOMER is responsible for the accuracy and completeness of the specifications, information and documentation provided to ANYLINE in connection with the ADAPTATIONS. ANYLINE will review the specifications, documents and information provided by the CUSTOMER and, if necessary, make changes at its own discretion to ensure that the ADAPTATION can be implemented.

2.2.3 Delivery or completion dates for ADAPTATIONS can only be met if (i) all necessary specifications, information and documents (e.g. scan samples) are provided in due time, (ii) the CUSTOMER complies with its duties to cooperate agreed in the SUBSCRIPTION FORM (or otherwise), and cooperates with ANYLINE to the extent required. ANYLINE shall not be liable for delays in delivery and increases in costs caused by incorrect, incomplete, or subsequently changed specifications, documents, details and information or by other acts or omissions of the CUSTOMER. Any additional costs shall be borne exclusively by the CUSTOMER. If the provision of adaptations comprises several parts or units (e.g. programmes and/or support sessions, completion in stages), ANYLINE is entitled to make partial deliveries and to issue partial invoices.

2.3 Workshops and Training

ANYLINE offers workshops and training courses on request. Content, timing, duration and costs are specified in the SUBSCRIPTION or a separate, documented agreement.

3 Payment Terms

3.1 **Payments.** Payments for Subscriptions shall be settled upon delivery of the (electronic) invoice within the payment period agreed in the SUBSCRIPTION FORM by bank transfer to the bank account specified in the invoice without deduction. The CUSTOMER is not entitled to withhold or set off payments for any reason whatsoever. Additional payments for any overruns of the UNITS agreed in the SUBSCRIPTION FORM shall be invoiced separately and are to be settled upon delivery of the (electronic) invoice within the payment period agreed in the SUBSCRIPTION FORM by transfer to the bank account specified in the invoice without deduction.

3.2 **Invoicing.** Invoicing shall take place on the respective ISSUE DATE of the LICENSE KEY(S), in which case ANYLINE will invoice for the entire LICENSE PERIOD of the LICENSE KEY(S) at one time, unless otherwise agreed to in the SUBSCRIPTION FORM.

3.3 All prices stated in the SUBSCRIPTION FORM are in Euros, **plus (i.e. excluding) applicable taxes** e.g. value added, sales or use taxes imposed by any state, levies and duties and the reimbursement of all reasonable costs and expenses (e.g. packaging costs, costs of programme carriers, transportation costs and travel expenses, including travel time). ANYLINE is solely responsible for taxes levied on the basis of ANYLINE's income, assets and employees. The CUSTOMER bears all taxes in full and has to pay them independently, if applicable, and to indemnify and hold ANYLINE harmless in this respect.

- 3.4 **Indexation.** ANYLINE reserves the right to adjust recurring payments annually. If the AGREEMENT is not terminated in accordance with sections 4.2-4.3, the price adjustment shall take effect at the anniversary of the ISSUE DATE. The price adjustment is linked to the consumer price index published by Statistics Austria or an index replacing it. The consumer price index shall serve as a benchmark for the calculation of the price adjustment.
- 3.5 **Default of payment.** Should payments for SUBSCRIPTIONS not be made in a timely manner, ANYLINE shall charge interest on arrears at the statutory rate of currently 8.5% or a higher interest rate permitted by law on all outstanding payments. In addition, ANYLINE shall be reimbursed for all reasonable costs incurred in the collection of overdue licence payments, including, but not limited to, legal fees, reminder fees, etc.
- 3.6 **AUDITS.** Payments for SUBSCRIPTIONS are agreed on the basis of the number of UNITS agreed in the SUBSCRIPTION FORM. ANYLINE offers different reporting levels, each of which counts the number of UNITS used. If the reporting level "OFF" (see section 10.1) is applicable, ANYLINE cannot measure the number of UNITS used. In this case, the CUSTOMER must provide at least quarterly reports on the UNITS consumed in accordance with ANYLINE's requirements. ANYLINE may have these reports reviewed (the "AUDIT") at any time, with 30 days' notice but without cause. The AUDIT shall be carried out by an independent expert at ANYLINE's expense. If the CUSTOMER's report deviates by more than 5% from the actual number of UNITS consumed to the detriment of ANYLINE, the CUSTOMER shall reimburse the audit costs and pay the shortfall between UNITS consumed and ordered.

4 Term and Termination

- 4.1 **Term.** Unless otherwise agreed in the SUBSCRIPTION FORM, the AGREEMENT shall commence on the date of signature of the SUBSCRIPTION FORM by both parties and shall, subject to section 4.3, terminate at the earliest on the expiry of the "SUBSCRIPTION Minimum Period", calculated from the ISSUE DATE of the first LICENSE KEY issued under this AGREEMENT (the "TERM"). Unless the AGREEMENT is terminated in accordance with sections 4.2-4.3, the TERM shall automatically extend for further periods of twelve (12) months each at the then prevailing prices in accordance with section 3.4. In the event of an automatic renewal of the AGREEMENT, no new SUBSCRIPTION FORM needs to be concluded but existing LICENSE KEYs must be renewed in accordance with section 1.4.3. For TRIALSUBSCRIPTIONS the AGREEMENT shall terminate with Section 1.2, i.e. 30 days after receipt of the TRIALSUBSCRIPTION and shall not renew automatically.
- 4.2 The AGREEMENT may be terminated at the earliest upon expiry of the TERM, in each case at the end of the TERM, subject to thirty (30) days' notice. Notices of termination must be signed by hand or electronically by an authorised representative of the CUSTOMER and sent in documented form (e.g. e-mail) to order@anyline.com.
- 4.3 The AGREEMENT may be terminated by either party with immediate effect in documented form (e.g. e-mail with a document/scan signed by an authorised representative of the respective party by hand or electronically) (i) if bankruptcy, insolvency or similar proceedings are pending against the other party or if such proceedings have been dismissed for lack of assets or (ii) if the other party breaches its obligations under this AGREEMENT and such breach is not remedied within a reasonable period of time specified by the other party. This applies in particular to the (payment) obligations under sections 3. If a breach of the AGREEMENT is so serious that it is unreasonable to expect one party to continue the AGREEMENT with the other party, no period of notice may be given; in such a case either party shall be entitled to terminate the AGREEMENT immediately.
- 4.4 Immediately upon termination of the AGREEMENT, the ANYLINE SDK must be removed from all APPLICATIONS. The CUSTOMER is no longer entitled to use, distribute or make the ANYLINE SDK available to any third parties/end users. At ANYLINE's request, proof of compliance with these obligations must be provided.
- 4.5 If the AGREEMENT is terminated by the CUSTOMER in accordance with section 4.3, ANYLINE will pro rata refund any payments for SUBSCRIPTIONS already made from the date of effectiveness of termination and the expiry of the respective valid LICENCE KEY. If the AGREEMENT is terminated by ANYLINE pursuant to section 4.3, the CUSTOMER is obliged to immediately reimburse all services rendered to date including taxes.

5 CUSTOMER's responsibility

- 5.1 The ANYLINE SDK may only be used in accordance with this AGREEMENT, the DOCUMENTATION and the applicable laws and government regulations in the area of use. CUSTOMER shall be responsible (i) for compliance with the terms of this AGREEMENT and any breach thereof by any person to whom CUSTOMER gives access to the ANYLINE SDK, including but not limited to employees, directors, contractors, consultants, customers or end users; (ii) for ensuring that the ANYLINE SDK is not used in a manner which damages or is likely to damage the ANYLINE SDK or ANYLINE's goodwill; and (iii) for using the ANYLINE SDK in accordance with applicable laws.
- 5.2 In the case of SOLUTION Face Authentication (FAU), the CUSTOMER shall ensure that each end user has a unique identifier to track each end user's use of the ANYLINE SDK and to avoid unauthorised use. CUSTOMER shall immediately notify ANYLINE of any unauthorised use by email (incident@anyline.com) no later than twenty-four (24) hours after discovery of the unauthorised use. For SOLUTION Face Authentication (FAU), no biometric data, liveness or matching results may be matched or otherwise used to provide face authentication services for any other reason. For clarification, this clause is included to prevent you from offering "Root Identity Services" where the CUSTOMER references user data collected by and for a specific customer and then uses that data/results to engage or authenticate an end user for another of your customers.
- 5.3 The CUSTOMER is responsible and liable for (i) all access to, use of, and integration with the ANYLINE SDK and the procurement, installation, operation, support, and maintenance of the systems and APPLICATIONS in which the ANYLINE SDK is used, including, without limitation, the computer hardware and software (ii) the implementation of safeguards to ensure the security of CUSTOMER's systems and data, (iii) the accuracy, quality, integrity, legality, and reliability and appropriateness of all data collected and processed through the use of the ANYLINE SDK. The CUSTOMER is solely responsible for the purposes for which and the manner in which data is processed and stored.
- 5.4 CUSTOMERS may process data, images or image data, from or in connection with processing by the ANYLINE SDK (the "SCAN RESULTS"), for internal use. However, SCAN RESULTS may not be used with any other OCR algorithm for the development of OCR

technology or shared with other OCR providers for this purpose.

- 5.5 **Copyright notices.** Copyright or other proprietary notices may not be removed, deleted or made unrecognisable. Such notices shall be reproduced in the integration of the ANYLINE SDK. Any breach of this provision shall be deemed a material breach of this AGREEMENT (see section 4.3).
- 5.6 **Third Party Beneficiaries.** ANYLINE licenses parts of the ANYLINE SDK from third party licensors. These licensors are beneficiaries of this AGREEMENT and they, their successors and assigns, may enforce all of the terms of this AGREEMENT. The AGREEMENT does not limit the legal or equitable rights (including injunctive relief), benefits or remedies of such licensors under or by reason of this AGREEMENT.
- 5.7 **Confidentiality.** During their business relationship, the parties grant each other access to certain information and materials, including, but not limited to, each other's intellectual property rights, trade secrets, know-how, data, prices and products, which are confidential and of substantial value to that party (the "**CONFIDENTIAL INFORMATION**"); such value would be impaired if the CONFIDENTIAL INFORMATION were disclosed to third parties. The parties shall take all reasonable precautions to protect and maintain the confidentiality and secrecy of the CONFIDENTIAL INFORMATION. Notwithstanding any other provision of this AGREEMENT, CONFIDENTIAL INFORMATION shall not include information that: (i) is publicly known or subsequently becomes publicly known without violating this AGREEMENT; (ii) is already known to the receiving party at the time of its disclosure; (iii) was lawfully received by the receiving party from a third party without restriction on disclosure; (iv) can be shown to have been independently developed by the receiving party. This confidentiality obligation shall survive the termination of this AGREEMENT.
- 5.8 **Reference.** Notwithstanding section 5.7 and unless otherwise agreed in the SUBSCRIPTION FORM, each party may refer to the other party as a customer/supplier including the logo/brand of the other party and the respective SOLUTION in its marketing material, in particular on its own website, and, after consultation with the other party, announce the fact of the conclusion of a licence agreement in print and online media.
- 5.9 **Success Story.** If agreed in the SUBSCRIPTION FORM, the CUSTOMER shall provide sufficient personnel capacities to create (i) a blog entry for ANYLINE'S online media within nine (9) months after conclusion of the AGREEMENT and (ii) a podcast episode including promotion for ANYLINE'S online media, whitepapers and e-books in coordination with ANYLINE'S marketing department within twelve (12) months after conclusion of the AGREEMENT.

6 Intellectual property rights.

- 6.1 The ANYLINE SDK, as well as all software and materials used or created in the course of providing the SERVICES and the DOCUMENTATION are protected by copyright and, where applicable, by other intellectual property laws. ANYLINE or its licensors own the copyrights and other intellectual property rights in (i) the ANYLINE SDK, (ii) the SERVICES (and all software and materials used in the provision of those SERVICES), (iii) the DOCUMENTATION and (iv) ANYLINE'S CONFIDENTIAL INFORMATION and any updates or modifications thereto. The ANYLINE SDK, the DOCUMENTATION and all software and materials used or created in the course of providing the SERVICES (or any part thereof) may not be modified, edited, translated, adapted, reverse-engineered, disassembled, incorporated into a derivative work, decompiled or reproduced outside the scope of this AGREEMENT without ANYLINE's prior documented consent. Furthermore, no technical or logical procedures may be used to influence the structure, processes, functioning or other properties worthy of protection or to obtain information about them in order to derive or modify the source code. The CUSTOMER acquires by this AGREEMENT only rights of use but no ownership or other exclusive rights, including but not limited to patents, copyrights, trademarks, industrial designs, ANYLINE'S CONFIDENTIAL INFORMATION (in each case whether registered or unregistered) relating to the ANYLINE SDK, DOCUMENTATION, software and materials used or created in the course of providing the SERVICES or any part thereof. The CUSTOMER shall immediately inform ANYLINE of any infringement of an intellectual property right.
- 6.2 Subject to sections 1.3.6-1.3.7 and any third-party licensing rights, to the best of ANYLINE's knowledge, ANYLINE is not aware of any third party rights required for the use of the ANYLINE SDK.
- 6.3 The CUSTOMER assigns to ANYLINE all rights to feedback, comments, suggestions for improvement, ideas, concepts and changes (the "**FEEDBACK**") and warrants that it has the right to dispose of all rights, title and interest in such FEEDBACK.

7 Right to SCAN RESULTS

- 7.1 In order to continuously improve the scanning functions of the ANYLINE SDK (the "**TRAINING PURPOSE**"), it is necessary for ANYLINE to process the SCAN RESULTS using artificial intelligence.
- 7.2 In order to fulfil the TRAINING PURPOSE, the CUSTOMER therefore grants ANYLINE a locally and temporally unlimited, transferable and free-of-charge right to store, copy, display and process (or to make other use of) the SCANNING RESULTS which is necessary to fulfil the TRAINING PURPOSE.
- 7.3 The right pursuant to section 7.2 is granted to ANYLINE only in respect of SCAN RESULTS which do not contain personal data within the meaning of the GDPR. Any processing of SCAN RESULTS containing personal data shall be carried out in accordance with the terms of the data processing agreement (available at <https://ocr.anyline.com/datasheet>).

8 Warranties and indemnification

- 8.1 Each party warrants that it has the authority and has obtained any consents to enter into and perform its obligations in accordance with this AGREEMENT.
- 8.2 The CUSTOMER expressly declares that he has had the opportunity to thoroughly test the ANYLINE SDK and its functions with a TRIALSUBSCRIPTION free of charge. For the avoidance of doubt, it is noted that any warranty or liability claims for TRIALSUBSCRIPTIONS are excluded.
- 8.3 ANYLINE warrants that the ANYLINE SDK will substantially conform to the DOCUMENTATION (latest software version) and will perform in good industry standard. **ANYLINE does not warrant error-free optical character recognition of 100% accuracy or fail-safe**

availability. ANYLINE accepts no responsibility or liability for the content or results obtained from the use of the ANYLINE SDK. The ANYLINE SDK is expressly not designed for use in hazardous environments requiring fail-safe performance, such as the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, weapons systems, medical monitoring or life support applications. ANYLINE expressly points out that, given the current state of the art, it is not possible to develop complex software products that are completely free of technical errors.

- 8.4 The CUSTOMER is obliged to notify ANYLINE immediately in documented form if he believes that a defect exists and to provide all information reasonably required to substantiate the alleged defect. ANYLINE may, in its sole discretion, either improve or replace the ANYLINE SDK. If, in its sole discretion, improvement or replacement of the ANYLINE SDK is impossible or commercially unreasonable, ANYLINE will terminate the AGREEMENT and refund all payments made in advance on a pro rata basis. The warranty period is six (6) months from transmission of the LICENSE KEY. The presumption of defectiveness pursuant to § 924 ABGB (Austrian Civil Code) is expressly excluded.
- 8.5 **Except as separately stated in a written express limited warranty or in this AGREEMENT, the ANYLINE SDK, the SERVICES set forth in section 2.2 and DOCUMENTATION provided by ANYLINE, its suppliers or licensors is provided "as is" and on an "as available" basis, without warranties of any kind, either express or implied. ANYLINE disclaims, to the fullest extent permissible pursuant to applicable law, all warranties, express, implied or statutory, including, but not limited to, implied warranties of fitness for a particular purpose, reliability or availability, accuracy, absence of viruses, non-infringement or other violation of third-party rights. ANYLINE does not warrant that the operation of the ANYLINE SDK will be uninterrupted or error-free. The ANYLINE SDK does not guarantee error-free optical character recognition of 100% accuracy but provides a "most accurate suggestion" of optical character recognition. To the extent the ANYLINE SDK contains emulation libraries, such emulation libraries do not operate 100% correctly or cover 100% of the emulated functionality, are provided "as is" and with all faults, and all disclaimers and limitations contained in this AGREEMENT apply equally to such emulation libraries. some jurisdictions do not allow disclaimers or limitations of implied warranties, so the above disclaimers or limitations may not apply to the CUSTOMER. No advice or information, whether oral or written, obtained by the CUSTOMER from ANYLINE or its AFFILIATES shall be deemed to modify this disclaimer of warranty by ANYLINE with respect to the ANYLINE SDK or create a warranty of any kind by ANYLINE.**
- 8.6 For certain CAPABILITIES certain third-party applications are included in or downloaded with the ANYLINE SDK. ANYLINE makes no representations whatsoever about these applications. Because ANYLINE has no control over such applications, you acknowledge and agree that ANYLINE is not responsible for such applications. You agree that neither ANYLINE nor ANYLINE's suppliers shall be responsible or liable, directly or indirectly, for any damage or loss, including but not limited to damage to or loss of data, caused or alleged to be caused by or in connection with use of or reliance on any such third-party content, products or services available on or through any such application.
- 8.7 Any warranties referred to in this section 8 shall not apply if a defect or an infringement of (intellectual property) rights of third parties has been caused by a use or conduct of the CUSTOMER, its customers or end users going beyond the AGREEMENT or by a modification or processing of the ANYLINE SDK. The burden of proof for this shall be borne by the CUSTOMER.
- 8.8 The CUSTOMER will indemnify and hold ANYLINE, its employees, suppliers and licensors harmless at its own expense from all third party claims, including reasonable attorneys' fees, based on the breach of the AGREEMENT, third party intellectual property rights or failure to obtain all permits necessary for the operation of the APPLICATIONS or use of the ANYLINE SDK. The CUSTOMER shall not be liable insofar as it proves that a claim is based on a breach of the AGREEMENT by ANYLINE.

9 Limitation of liability

- 9.1 **ANYLINE is only liable for damages caused intentionally or by gross negligence. Liability for damages caused by slight negligence is expressly excluded. Neither party is liable for indirect damages, lost profits, consequential damages and immaterial damages of any kind.**
- 9.2 **This limitation of liability applies to the fullest extent permitted by law. Any claim against ANYLINE arising out of this AGREEMENT shall (i) be brought within six (6) months of knowledge of the loss or damage, otherwise the claim shall be forfeited; and (ii) be brought only against ANYLINE, to the exclusion of all personal liability of all agents, employees and subcontractors of ANYLINE. Regardless of the legal ground, claims against ANYLINE shall be limited to the sum of the total payments received by ANYLINE in the twelve (12) months preceding the date on which the claim arose.**
- 9.3 **Force Majeure.** Neither party shall be liable for any failure to perform for reasons beyond its reasonable control (such as fires, explosions, power outages, earthquakes, floods, severe storms, strikes, embargoes, labour disputes, pandemics, acts of civil or military authorities, war, (cyber) terrorism, acts of God, acts or omissions of internet providers, or public authorities. However, this provision shall not apply to payment obligations under this AGREEMENT.

10 Privacy | Informationsecurity

10.1 **Privacy by Design.** ANYLINE offers three different levels of data reporting:

Reporting Level	Data processing	Data protection agreement applicable
ON	Depending on the selected CAPABILITIES, personal data will be transmitted to ANYLINE. The transmission includes SCAN RESULTS and usage data. ANYLINE processes this data for artificial intelligence training and the ongoing improvement of the existing functions of the ANYLINE SDK on behalf of the CUSTOMER. It should be noted that even if the software does not require an internet	Yes

	connection for the scanning process (100% offline scanning), (personal) data is transmitted to ANYLINE as soon as an internet connection is established.	
PING	Records the number of UNITS performed for commercial and billing purposes. No personal data is transmitted to ANYLINE in the course of this PING reporting. In the context of a support request, the transmission of personal data may be necessary in order to be able to use SUPPORT SERVICES.	No (Yes, if SUPPORT-SERVICES are used)
OFF	No personal data will be transmitted to ANYLINE. Billing is carried out via AUDITS (see section 3.6). In the context of a support request, the transmission of personal data may be necessary in order to be able to use SUPPORT SERVICES.	No (Yes, if SUPPORT-SERVICES are used)

Unless otherwise agreed in the **SUBSCRIPTION FORM**, the **LICENSE KEY** shall contain the reporting level **ON**.

- 10.2 If personal data are transmitted in connection with the use of the ANYLINE SDK (reporting ON), ANYLINE will process these personal data on behalf of the CUSTOMER as (sub-) data processor in terms of the GDPR. In this case, the data processing agreement available at <https://ocr.anyline.com/datasheet> becomes part of this AGREEMENT.
- 10.3 The ANYLINE SDK may enable the CUSTOMER to process location-based data from customer or end-user devices and track the actual location of such customer or end-user devices. ANYLINE, its suppliers and licensors expressly disclaim any liability for your use or misuse of the location-based data. CUSTOMER agrees to pay all reasonable costs and expenses incurred by ANYLINE arising out of or in connection with any third-party claim resulting from CUSTOMER's use or misuse of the location-based data.
- 10.4 ANYLINE expressly points out that the use of the ANYLINE SDK may lead to data processing that is subject to international and national legal provisions, in particular data protection law, and that any consent (if required) must be obtained by the CUSTOMER. It is the sole responsibility of the CUSTOMER to ensure that. Upon request, ANYLINE will gladly support the CUSTOMER in adapting data processing processes in accordance with the requirements for compliance with international and national (data protection) regulations.
- 10.5 ANYLINE is certified to the International Organization for Standardization Information Security Standard ISO 27001:2013.

11 Export regulations

- 11.1 ANYLINE expressly points out that the ANYLINE SDK might be subject to export restrictions of various countries. It is the CUSTOMER's sole responsibility to comply with all applicable international and national laws that apply to the use of the ANYLINE SDK, including all the applicable export restriction laws and regulations.
- 11.2 ANYLINE expressly points out that ANYLINE does not resell or export the ANYLINE SDK to CUSTOMER's customers and end users pursuant to this AGREEMENT. CUSTOMER represents and covenants that it shall, and it shall cause any CUSTOMER's customers and end users to comply with all relevant export control laws and regulations of all countries in which CUSTOMER conducts business, including, without limitation, the Export Administration Regulations ("EAR"), International Traffic in Arms Regulations ("ITAR"), Foreign Assets Control Regulations, Foreign Trade Regulations and U.S. Customs Regulations, as applicable (collectively, "**EXPORT CONTROL LAWS**"), that may apply to CUSTOMER's and its customers and end users business, products or services. ANYLINE's and its suppliers' and licensors' policy are to not provide information, documentation or to participate in any way with a foreign boycott-related request that would violate US anti-boycott laws, rules and/or regulations. Customer agrees and acknowledges that ANYLINE shall have the right to immediately terminate this AGREEMENT without penalty if it determines that ANYLINE is unable to engage in business with CUSTOMER under applicable EXPORT CONTROL LAWS or ANYLINE's territorial restrictions for permitted commerce, including without limitation restricted parties lists ("**RESTRICTED PARTIES LISTS**") such as but not limited to the Denied Persons Lists, and Specially Designated Nationals Lists, Unverified Lists, Entity Lists, Debarred Parties Lists, and Nonproliferation Sanctions Lists. CUSTOMER further represents and covenants that it, and it shall cause any of its customers and end users to not utilize the services provided by ANYLINE or the ANYLINE SDK, directly or indirectly, either (i) for the sale, resale or distribution of products or materials which are intended for a prohibited end-use; (ii) to engage in any transaction with an individual or entity located in an embargoed or sanctioned country in violation of applicable EXPORT CONTROL LAWS; (iii) to engage in any transaction with an individual or entity who has been designated on one or more RESTRICTED PARTIES LISTS; (iv) in any other manner which would constitute a violation of applicable EXPORT CONTROL LAWS or (v) to any restricted party. If CUSTOMER, or any of its customers or end users, is or becomes a restricted party during the term of the AGREEMENT, CUSTOMER shall immediately notify ANYLINE via email to mgmt@anyline.com. CUSTOMER's obligations under this section shall be considered material obligations.
- 11.3 ANYLINE will not engage in contractual relationships with entities or individuals which has been subjected to any criminal sanction or are subject to any economic, financial and trade restrictive measures and arms embargoes issued by (i) the European Union pursuant to Chapter 2 of Title V of the Treaty on European Union as well as Article 215 of the Treaty on the Functioning of the European Union, as available in the official EU websites: https://eeas.europa.eu/headquarters/headquarters-homepage_en/8442/Consolidated%20list%20of%20sanctions, as amended and supplemented from time to time or on any successor page or (ii) United Nations Security Council pursuant to Article 41 of the UN Charter as available in the official UN website <https://www.un.org/securitycouncil/content/un-sc-consolidated-list>, as amended and supplemented from time to time or on any successor page. CUSTOMER shall immediately notify ANYLINE via email if it or its managers or ultimate owns become subject to measures as listed above. CUSTOMER's obligations under this section shall be considered material obligations.

12 Governing Law | Jurisdiction | Arbitration

- 12.1 This AGREEMENT and all obligations arising out of or in connection with this AGREEMENT shall be governed by and construed in accordance with Austrian law, excluding its conflict of law rules and the UN Convention on Contracts for the International Sale of

Goods.

- 12.2 Any dispute arising out of or in connection with this AGREEMENT, including its validity, invalidity, breach or termination, shall be subject to the exclusive jurisdiction of the competent court for commercial matters in Vienna, Austria (*Handelsgericht Wien*).
- 12.3 If the CUSTOMER's registered office is located outside the European Union and no enforcement agreement exists between the Republic of Austria and the respective state, it is agreed that ANYLINE may, as an alternative to section 12.2, bring any dispute arising out of or in connection with this AGREEMENT, including the validity, invalidity, breach or termination thereof, (i) before a court of competent jurisdiction in the state of a branch of the CUSTOMER, or (ii) before the International Arbitral Centre of the Austrian Federal Economic Chamber in Vienna. The arbitral tribunal shall consist of one arbitrator appointed in accordance with the Arbitration Rules (Vienna Rules). The place of arbitration shall be Vienna, Austria. The language of the arbitral proceedings shall be English.

13 Miscellaneous

- 13.1 **US government end users restricted rights.** This provision only applies to U.S. Government end users. The Software is a "commercial item" as that term is defined at 48 C.F.R. Part 2.101, consisting of "commercial computer software" and "computer software documentation" as such terms are defined in 48 C.F.R. Part 252.227-7014(a)(1) and 48 C.F.R. Part 252.227-7014(a)(5), and used in 48 C.F.R. Part 12.212 and 48 C.F.R. Part 227.7202, as applicable. Consistent with 48 C.F.R. Part 12.212, 48 C.F.R. Part 252.227-7015, 48 C.F.R. Part 227.7202-1 through 227.7202-4, 48 C.F.R. Part 52.227-19, and other relevant sections of the Code of Federal Regulations, as applicable, the Software is distributed and licensed to U.S. Government end users (a) only as a commercial item, and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions contained herein.
- 13.2 ANYLINE and CUSTOMER are independent parties. Nothing in this AGREEMENT will be construed to make either party an agent, employee, franchisee, joint venture, or legal representative of the other party.
- 13.3 **Notices.** All notices relating to this AGREEMENT shall be in documented form (e.g. email) and sent to order@anyline.com unless another form is required by law. Each party shall notify the other party of any change in its contact details. Otherwise, notices sent to the address set out in the SUBSCRIPTION FORM shall be deemed to have been validly served. **Notices relating to data protection or security incidents shall be sent to incident@anyline.com and privacy@anyline.com.**
- 13.4 **Assignment.** ANYLINE may assign this AGREEMENT without prior notice. CUSTOMER may not assign or transfer (including by operation of law) this AGREEMENT without ANYLINE's prior written consent.
- 13.5 **No Subsidiary Agreements.** This AGREEMENT constitutes the entire and exclusive agreement between the parties with respect to the subject matter hereof and supersedes all prior written or oral agreements or understandings with respect to such subject matter. **ANYLINE expressly points out that only those declarations made by the management of ANYLINE are legally binding on ANYLINE, unless the declaring party proves its power of representation by a legally valid granted power of attorney.**
- 13.6 Failure to enforce any provision of this AGREEMENT shall not constitute a waiver of future enforcement of that or any other provision of this AGREEMENT.
- 13.7 Should one or more provisions of this AGREEMENT be invalid, illegal or unenforceable, this shall not affect the validity, legality or enforceability of the remaining provisions of this AGREEMENT. In place of the invalid or unenforceable provision, those provisions shall be deemed agreed which are legally permissible and which come closest to the purpose of the respective provision and the intention of the parties.
- 13.8 **Formal Requirements.** The conclusion, amendment or modification of this AGREEMENT must be in writing and signed by the authorised representatives of each party. This shall also apply to any amendment or waiver of this written form requirement. Simple electronic signatures (e.g. DocuSign) fulfil the written form requirement. Alternatively, the AGREEMENT may also be made by documented declarations expressly referring to each other.
- 13.9 **Language.** ANYLINE provides services under this AGREEMENT exclusively in German and English.
- 13.10 These T&Cs were last updated on January 24, 2022 and apply to all SUBSCRIPTION FORMs executed on or after January 24, 2022 and all TESTSUBSCRIPTIONS and TRIALSUBSCRIPTIONS issued on or after January 24, 2022.

Definition	
ADAPTATION(S)	has the meaning ascribed to it in section 2.2.1;
AFFILIATE	means an entity that directly or indirectly controls, is controlled by, or is under common CONTROL with a Party. In this context, "CONTROL" means ownership of (i) more than fifty per cent of the voting power to elect the directors of the entity or (ii) more than fifty per cent of the ownership interest in the entity;
AGREEMENT	has the meaning ascribed to it in the Preamble
ANYLINE	means Anyline GmbH, Zirkusgasse 13 / 2b; 1020 Vienna; Austria, company register number FN 392187x; VAT identification number ATU67760915;
ANYLINE SDK	has the meaning ascribed to it in section 1;
APPLICATION	means the CUSTOMER's products, equipment, solutions or applications, including software and services developed by (or on behalf of) the CUSTOMER;
AUDIT	has the meaning ascribed to it in section 3.6;
BUNDLE-ID	is a unique identifier assigned by an app developer when apps are created. The Bundle ID is used to identify apps and is linked to the LICENSE KEY provided by ANYLINE. The term

Definition	
	Bundle ID also includes the term APPLICATION ID for Android;
BUSINESS DAY(S)	means any day other than a Saturday, a Sunday, a public holiday in Austria or a day on which banking institutions in Vienna, Austria, are authorised or required by law or other official measures to close;
CAPABILITY(IES)	includes the respective scanning solutions used, such as barcode scanner (BAR); identification document scanner (ID); licence plate scanner (LPT), meter reading scanner (MET); tyre identification number scanner (TIN); container number scanner (SCN); universal serial number scanner (USN); vehicle identification number scanner (VIN); face authentication (FAU); etc;
CONFIDENTIAL INFORMATION	has the meaning ascribed to it in section 5.7;
CUSTOMER	has the meaning ascribed to it in the first paragraph of the Preamble;
DOCUMENTATION	means the documentation and descriptions available at https://ocr.anyline.com/datasheet as amended from time to time;
EXPORT CONTROL LAWS	has the meaning ascribed to it in section 11.2;
FEEDBACK	has the meaning ascribed to it in section 6.3;
GDPR	means Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the General Data Protection Regulation), as amended;
ISSUE DATE	has the meaning ascribed to it in section 1.4.2;
LICENSE KEY	s a letter, number and special character code which must be entered during installation and again after expiry of a licence key in order to unlock the use of the ANYLINE SDK. Unless otherwise agreed, licence keys are valid until the expiration date set forth in the respective LICENSE KEY
LICENSE PERIOD	has the meaning ascribed to it in section 1.4.3;
RESTRICTED PARTY	means any person, entity or corporation, or any officer, director or controlling shareholder of an entity or corporation, who (i) is a national or corporation under the laws of an Embargoed Country, as prescribed by the U.S. Treasury Department; (ii) is listed on the Denied Persons List or Entity List maintained by the U.S. Department of Commerce; or (iii) is owned, controlled or acting on behalf of a Restricted Party's RESTRICTED PARTY;
SCAN RESULTS	has the meaning ascribed to it in section 5.4;
SERVICES	means the services described in sections 2.1 - 2.3;
SOLUTION	means a scanning solution consisting of a SUBSCRIPTION of several CAPABILITIES and described in more detail in the DOCUMENTATION;
SUBSCRIPTION	has the meaning ascribed to it in section 1.3.1;
SUBSCRIPTION FORM	has the meaning ascribed to it in the first paragraph of the Preamble;
SUPPORT-SERVICES	has the meaning ascribed to it in section 2.1;
T&Cs	has the meaning ascribed to it in the first paragraph of the Preamble;
TERM	has the meaning ascribed to it in section 4.1;
TEST SUBSCRIPTION	has the meaning ascribed to it in section 1.1;
TRAINING PURPOSE	has the meaning ascribed to it in section 7.1;
TRIAL SUBSCRIPTION	has the meaning ascribed to it in section 1.2;
UNITS	has the meaning ascribed to it in section 1.3.3;
UPDATE(S)	has the meaning ascribed to it in section 1.3.8;
WEBSITE-URL	means the unique address in the World Wide Web; and
WILDCARD BUNDLE-ID	means a bundle ID, where the last digit of the bundle ID is an asterisk (*). This enables the use of a single Bundle ID for the assignment of multiple apps.

Appendix 2.1 - ANYLINE SUPPORT-SERVICES ("SLA")

1 General

The following terms and conditions apply to the provision of the SUPPORT-SERVICES selected by the CUSTOMER in the SUBSCRIPTION FORM. Terms used but not defined in this SLA shall have the meaning ascribed to them in the T&Cs.

The SUPPORT-SERVICES shall include assisting and advising CUSTOMER in the remediation of the ANYLINE SDK, including reviewing, diagnosing and correcting significant defects and errors in the ANYLINE SDK, providing bug fixes, corrections, modifications, changes, enhancements to ensure the functionality of the ANYLINE SDK. SUPPORT-SERVICES are only provided for the current version of the ANYLINE SDK.

For each SUPPORT-SERVICE request, ANYLINE will use its best judgement to indicate a priority according to the criteria defined in section 3. ANYLINE may combine redundant SUPPORT-SERVICE requests relating to the same fault into one SUPPORT-SERVICE request. ANYLINE provides SUPPORT-SERVICES in accordance with the respective state of the art. "State of the art" is understood to mean the current technical possibilities for solving a task at a particular time, based on established knowledge of science and technology. The recognised rules of technology are those designs that can usually be expected in a proper and professional procedure.

SUPPORT-SERVICES do not include

- 1.1. the remedying of restrictions on the use of the ANYLINE SDK which are beyond the reasonable control of ANYLINE (e.g. a network or equipment failure);
- 1.2. the use by the CUSTOMER of hardware, software or services not provided by ANYLINE (e.g. third party services); or
- 1.3. the use of the ANYLINE SDK in a manner inconsistent with the DOCUMENTATION.

2 SUPPORT-SERVICES Packages

SUPPORT TIMES are from 8:00 to 20:00 CET on BUSINESS DAYS.

SUPPORT-SERVICES		Basic	Standard	Premium
DOCUMENTATION		x	x	x
GitHub		x	x	x
Customer support portal		x	x	x
Video support				S1/S2
Assigned developer contact for the duration of the support ticket				x
Integration workshop			x (against surcharge)	x (against surcharge)
FIRST RESPONSE within SUPPORT TIMES	S1	1 BUSINESS DAY	2 hours	1 hour
	S2	2 BUSINESS DAYS	4 hours	2 hours
	S3	5 BUSINESS DAYS	2 BUSINESS DAYS	1 BUSINESS DAY
	S4	5 BUSINESS DAYS	4 BUSINESS DAYS	2 BUSINESS DAYS
Target resolution times within the SUPPORT TIMES	S1	Best effort, depending on workload and resources	1 BUSINESS DAY	1 BUSINESS DAY
	S2	Best effort, depending on workload and resources	3 BUSINESS DAYS	3 BUSINESS DAYS
	S3	Best effort, depending on workload and resources	Best effort, depending on workload and resources, but in any case, with the following 2 ANYLINE SDK releases, in which a solution for the problem will be included or the problem will have been eliminated.	Best effort, depending on workload and resources, but in any case, with the following ANYLINE SDK release, which will contain a solution for the problem, or the problem has been eliminated.
	S4	Best effort, depending on workload and resources	Best effort, depending on workload and resources, but in any case, with the following 3 ANYLINE SDK releases, in which a solution for the problem will be included or the	Best effort, depending on workload and resources, but in any case, with the following 2 ANYLINE SDK releases, in which a solution for the problem will be included or the

SUPPORT-SERVICES		Basic	Standard	Premium
			problem will have been eliminated.	problem will have been eliminated.
FOLLOWING RESPONSE within the SUPPORT TIMES	S1	hourly	hourly	hourly
	S2	every 3 hours	every 3 hours	every 3 hours
	S3	where required	where required	where required
	S4	where required	where required	where required

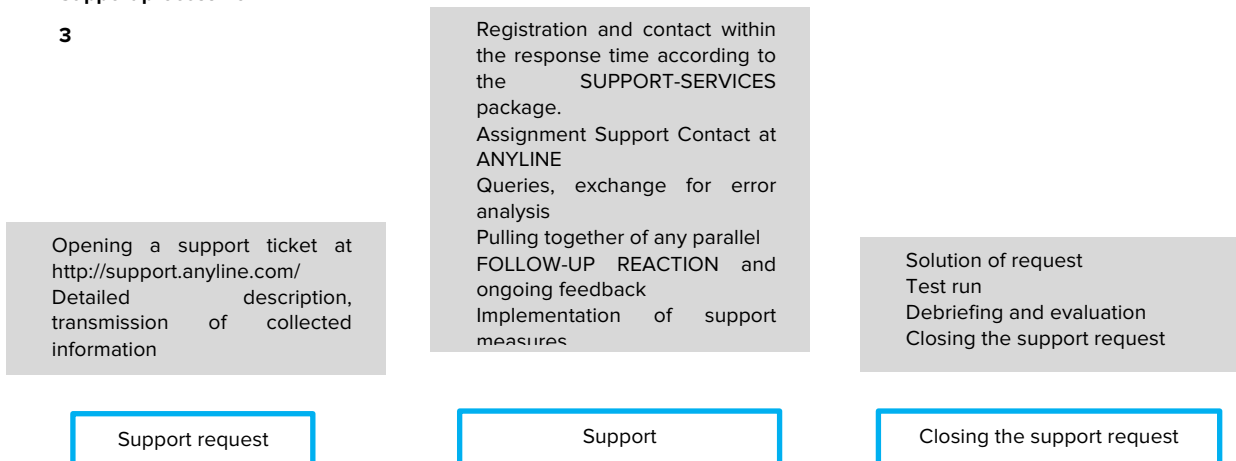
3 Anyline Support-Severity Level

The severity level serves as a measure of the relative impact of a technical problem on the customer's operations.

Severity Level	Severity Level	Description	Indicator
S1	Critical	Critical Operational Impact: The ANYLINE SDK interferes with the proper functioning of the APPLICATION or prevents regular day-to-day operation without procedural bypass in a production environment.	<ul style="list-style-type: none"> The ANYLINE SDK stops working and critical business processes are severely affected. The APPLICATION crashes due to the ANYLINE SDK. The APPLICATION cannot be released or used due to the ANYLINE SDK and there is no alternative resolution path. Significant performance issues have occurred affecting a very large number of users. The impact is escalating rapidly and disrupting normal operations.
S2	High	Significant impact on operations: The ANYLINE SDK has a negative impact on a large number of users of the APPLICATION. A limited function is still available.	<ul style="list-style-type: none"> Severe impairment of ANYLINE SDK functionalities, but basic functionalities remain, significant restriction of business processes. ANYLINE SDK prevents release of the application. Significant performance issues have occurred, affecting a large number of users. The impact is escalating.
S3	Medium	Normal impact on operations: The ANYLINE SDK causes a partial loss of functionality in the production version, affecting a small number of users.	<ul style="list-style-type: none"> Scanning does not work as usual, but an alternative solution is possible. A small number of users are affected. The impact is escalating.
S4	Low	Minor impact on operations: The ANYLINE SDK causes minor issues on non-production systems. Functionality of the ANYLINE SDK slightly or not at all affected, general issues, no noticeable impact on business process.	<ul style="list-style-type: none"> Issues related to integration, documentation or other issues that do not have a significant impact. No users affected.

4 Support process flow

3



Definition	
INITIAL RESPONSE	means when a ticket is opened and acknowledged by ANYLINE staff in a non-automated way
FOLLOWING RESPONSE	means the frequency with which information about the solution status is provided
S1	Severity Level 1 (Critical)
S2	Severity Level 2 (High)
S3	Severity Level 3 (Medium)
S4	Severity Level 4 (Low)
SUPPORT TIMES	8:00 to 20:00 CET on BUSINESS DAYS