

## Introduction

This document provides the provision of the different **Support Packages** provided by **us** for our **Software**. The Support Package you receive is depending on which **Platform** you order from us:

- if you have ordered the “*Standard*” Platform, you will receive the “*Standard*” Support Package,
- if you have ordered the “*Enterprise*” Platform, you will receive the “*Premium*” Support Package, or
- if you have ordered the “*Enterprise Plus*” Platform, you will receive the “*24/7*” Support Package.

To avoid repetitions, make this document easier to read, and ensure continuity, we use definitions in this document, which we capitalize for easier visibility. Whenever you see a definition for the first time, we **highlight** it. The meaning associated with the respective definition is set forth at the end of these Terms.

Below we set forth the support levels for each Support Package under which we assist and advise you in the remediation of any **Defect** of our Software, including reviewing, diagnosing and correcting significant defects and errors, providing bug fixes, corrections, modifications, changes, enhancements to ensure the functionality of the Software. **Any support services are only provided for the current version of our Software.**

You can reach out to our support by opening a support ticket at: [support.anyline.com](http://support.anyline.com). Customers who have subscribed to a 24/7 Support Package, may also reach out to support by calling our support hotline on the following numbers:

Europe: +43 1 3950657477

USA: +1 551 309 0539

Customers who chose the Standard Support Package may only use the web support. Customers who chose the Premium Support Package may also call in cases of Severity Level 1 and 2 (see below), otherwise they may use the web support.

For each support request, we will use our best judgement to indicate a severity of a Defect according to the following criteria:

Severity Level	Description	Indicator
S1 Critical	<b>Critical business impact:</b> The Software interferes with the proper functioning of your <b>Application</b> or prevents regular day-to-day operation without procedural workaround in a production environment.	<ul style="list-style-type: none"> <li>• The Software stops working and critical business processes are severely affected.</li> <li>• The Applications crashes due to fault/bug in underlying Anyline products.</li> <li>• The Application cannot be released or used due to the Software and there is no alternative resolution path.</li> <li>• Significant performance issues have occurred affecting a very large number of users.</li> </ul>
S2 High	<b>High business Impact:</b> The Software has a negative impact on many users of your Application. A limited function is still available.	<ul style="list-style-type: none"> <li>• Severe impairment of the Software’s functionalities, but basic functionalities remain, significant restriction of business processes.</li> <li>• The Software prevents release of the Application.</li> <li>• Significant performance issues have occurred, affecting many users.</li> </ul>
S3 Medium	<b>Medium-to-low business impact:</b> The Software causes a partial loss of functionality in the production version, affecting a small number of users.	<ul style="list-style-type: none"> <li>• Scanning does not work as usual, but an alternative solution is possible.</li> <li>• A small number of users are affected.</li> </ul>
S4 Low	<b>Low-to-no business impact:</b> The Software causes minor issues on non-production systems. Functionality of the Software slightly or not at all affected, general issues, no noticeable impact on business process.	<ul style="list-style-type: none"> <li>• General usage question</li> <li>• Issues related to integration, reporting of a documentation error or recommendation for a future product enhancement or modification</li> </ul>

We may combine redundant support requests relating to the same fault into one support request. We provide our Support Packages in accordance with the current technical possibilities for solving the requested support task within a reasonable 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.

Our Support Packages do explicitly not include the following:

- the remedying of restrictions on the use of our Software which are beyond the reasonable control of us (for example, a network or equipment failure);
- your use of hardware, software or services that are not provided by us (for example, third party services); or
- the use of our Software in a manner inconsistent with the Datasheet.

## Support Levels

The support levels are as follows:

Support Package		Standard	Premium	24/7
<u>Documentation</u>		✓	✓	✓
Customer support portal		✓	✓	✓
Support channel		Web	Web and Phone (Phone for S1 & S2 within <u>Business Hours</u> only)	Web and Phone
<u>Initial Response</u> within <u>Support Times</u>	S1	2 Business Hours	1 Business Hour	1 hour
	S2	4 Business Hours	2 Business Hours	2 hours
	S3	2 Business Days	1 Business Days	12 hours
	S4	4 Business Days	2 Business Days	24 hours
<u>Ongoing Response</u> within the <u>Support Times</u>	S1	2 Business Hours	1 Business Hour	1 hour or as agreed
	S2	8 Business Hours	4 Business Hours	2 hours or as agreed
	S3	2 Business Days or as agreed	1 Business Day or as agreed	12 hours or as agreed
	S4	4 Business Days or as agreed	2 Business Days or as agreed	24 hours or as agreed
Integration workshop		✓ (Paid offering, for details contact Anyline)	✓ (Paid offering, for details contact your Dedicated Customer Success Manager)	✓ (Paid offering, for details contact your Dedicated Customer Success Manager)
Dedicated Customer Success Manager (For details see below)			✓	✓
Dedicated Support Engineer (For details see below)				✓
Business Reviews (For details see below)			✓ up to 2 times per year	✓ up to 2 times per year
Retraining (For details see below)			✓ up to 1 time per year	✓ up to 1 time per year

## Notes

- **Severity Categorizations:** Severity 1 is applicable only to issues impacting live production apps or environments. Issues reported during development will typically be categorized as Severity 2-Severity 4
- **Resolution Time/Time until a Refund will be granted:** For S1 and S2 Anyline support will make every effort to resolve a Defect in a reasonable time, however, the time needed to provide a resolution may vary depending on the complexity and testing needed for the correction, which will vary on a case-by-case basis depending on our workload, resources and need to escalate a ticket to our engineering team. S3 and S4 will be resolved with a future major release version. If the Defect is not resolved in a reasonable period for S1 and S2 or with a future major release for S3 and S4 you will be eligible to a Refund as your sole remedy, starting on the day which follows the reasonable period (S1/S2) or major release (S3/S4).
- **Allocated Resources:** Customer will ensure that a resource is assigned to work with Anyline support team to provide information or verification on an ongoing basis, until the issue is resolved.
- **Delays:** In the event Anyline's response/resolution time to a Defect is negatively impacted due to your or a Third-Party's delayed response to Anyline's request for additional information to correct a Defect, the response/resolution times provided above will be extended by an amount of time proportionate to such delay.
- **Third-Party issues:** In the event a Defect is caused by the underlying manufacturer's Software Development Kit (SDK) and Anyline needs support from Native SDK (for e.g., Apple, Google, Microsoft etc.), then the issue is driven by the response timelines and resolution time targets the device manufacturer commits to.

We offer certain services only under the "Premium" and/or "24/7" Support Package, which include the following:

Service	Description
<b>Dedicated Customer Success Manager</b>	A customer success manager (CSM) represents your voice within Anyline. Your CSM will ensure that you get the maximum value out of Anyline's solutions and that obstacles, which slow you down or prevent you from achieving your goals, are removed. This is facilitated by consulting you about best practices and product information, helping you coordinate your product support needs, setting up and tracking objectives & milestones as well as submitting new feature requests on your behalf.
<b>Dedicated Support Engineer</b>	A dedicated support engineer is a technical advisor for customers of the 24/7 Support Package that need help planning and deploying their Anyline software successfully. They are senior members of the support team who act as a consistent single point of contact for customers as their technology needs evolve and work closely in partnership with the customer success team.
<b>Business Reviews</b>	Business reviews are conducted up to twice per year. The reviews offer you a detailed analysis of current usage statistics, user behavior and scanning accuracy. Based on the reviews, Anyline will provide recommendations and share learning from other customers that can help to modify user behavior patterns, improve user experience, and increase scan success rates.
<b>Retraining</b>	Retraining gives you the opportunity to improve accuracy and performance of an existing scanning capability by providing Anyline with a new set of sample images to train our machine learning models. Retraining can only be undertaken on existing models with an ML pipeline when you can give us at least 1,000 usable images. Anyline cannot guarantee that performance improvement will result from every retraining.
<b>Initial Set Up Support</b>	Initial Set Up Support helps you get started with Anyline solutions as quickly and smoothly as possible. Support engineers or professional services consultants will be available online to provide an initial analysis of your processes and systems to give personalized recommendations for optimal integration. The 2 days of Initial Set Up Support are only available for a 3-month period after signing your first Anyline subscription contract.

## Definitions

Definition	Meaning
<b>Addendum</b>	an order form through which you extend or make amendments to any Subscription;
<b>Applications</b>	means any software application (including web applications), into which you are integrating our Software or a connection through which users of the applications have access to our Software.
<b>Business Day</b>	a day, other than a Saturday or Sunday, that is neither a legal holiday nor a day on which banking institutions in Vienna, Austria are authorized or required to close;
<b>Business Hour</b>	any 60-minute period within the Support Times;
<b>Datasheet</b>	a detailed overview on our Software, available under <a href="https://ocr.anyline.com/datasheet">https://ocr.anyline.com/datasheet</a> ;
<b>Defect</b>	any deviation of the Software from the material aspects set forth in the Datasheets;
<b>Initial Response</b>	means for customers of the Standard Support Package: when a ticket is opened and acknowledged by ANYLINE staff in a non-automated way; for customers of the Premium Support Package likewise, plus when a phone call is picked up and a ticket is opened and acknowledged by ANYLINE staff, both during Business Hours; for customers with the 24/7 Support Package: as for the customers with the Premium Support, but without limitation to Business Hours.
<b>Ongoing Response</b>	means the frequency with which information about the solution status is provided for tickets which are in status waiting for support.
<b>Platform</b>	is a pricing package which is the foundation of every license agreement with our customers and includes a license to our Software, support services and a usage credit.
<b>Refund</b>	a refund granted by us if we do not remedy issues within the service levels set forth above. The refund will be calculated based on (i) the period and (ii) severity of the non-conformity.
<b>Software</b>	the software services we offer to our customers, as described in further detail in the Datasheet;
<b>Documentation</b>	is the software documentation for developers, as available under <a href="https://documentation.anyline.com/">https://documentation.anyline.com/</a> .

Definition	Meaning
<b>Support Package</b>	the different packages of support services, each including a specific set of support services and levels as set forth in detail in this document:
<b>Support Times</b>	9:00 to 17:00 Central European Time (CET) on business days for customers with a Standard and Premium Support Package; any time for customers with a 24/7 Support Package
<b>Trial Access</b>	any trial access to our Software you may receive from us, either by requesting a trial access or using demos through our website as well as other means, for example entering into a Subscription Form for a pilot or testing project
<b>We, Us, Our, Anyline</b>	Anyline GmbH, an Austrian company, based in Zirkusgasse 13/2B, 1020 Vienna and are registered with the Austrian companies register under FN 392187x