

# Product Support Policies

Effective date: 1st November 2017

## I. Overview

Product support is annual prepaid service provided by SEFIRA as described in this document.

## II. Support Terms

### Product support fees

Product support fees are due and payable annually in advance of a support period. Your payment or commitment to pay is required to process product support order. Failure to submit payment will result in the termination of technical support services.

### Product Support Period

Product support is effective upon the date your order was accepted by SEFIRA. Unless otherwise stated in the order, SEFIRA product support terms, including pricing, reflect a 12 month product support period. Once placed, your order for product support services is non-cancellable and the sums paid non-refundable, except as provided in the relevant order. SEFIRA is not obligated to provide product support beyond the end of the support period.

### Reinstatement of Product Support

If product support lapses a reinstatement fee will be assessed. The reinstatement fee is 150% of the last annual product support fee you paid. The reinstatement fee shall be prorated from the date product support is ordered back to the date product support lapsed. In addition to the reinstatement fee described above, you must pay the product support fee for the support period. This product support fee for a twelve month support period shall be the last annual product support fee you paid. Renewal adjustment may be applied to the annual support fee.

## III. Product support description

### Product updates

As part of product support, users are provided with free updates of supported versions of the Software Product.

### Helpdesk

- a) Requests for repairs of defects and technical consultations are accepted by the Provider at the email address published on [www.sefira.cz/product-support](http://www.sefira.cz/product-support).
- b) The Provider undertakes to respond to such requests by the User no later than the next business day after receiving the request.
- c) Answers to technical questions are provided via a HELP DESK SYSTEM in the following scope:
  - i) Basic configuration of the Software Product
  - ii) Configuration / modification of rights
  - iii) Configuration of the parameters for archiving and retention
  - iv) Advice concerning the application of updates for the Software Product

- d) Only authorised persons have access to the HelpDesk services provided within Product Support for the Software Product

Access to online services

Product support for OBELISK Archive, OBELISK Trusted Archive, OBELISK Trusted Archive Lite, OBELISK Trusted Store include access to the service for verification of certificates, OBELISK Certificate Validation.

The scope of Product Support may change at SEFIRA's discretion, provided that the changes do not significantly reduce the level of provided services in a time period that has already been paid for.