

GENERAL TERMS AND CONDITIONS SUPPORT AND MAINTENANCE

- 1** Data Equipment will on customers reasonable request provide the support services as defined herein on a reasonable effort basis to customer, subject to payment of fees as set out in the general terms and conditions.
- 2** Training and other services than the support services set out herein are payable by customer on a time and material basis.
- 3** The support services consist of remote support via Data Equipments support portal in the event of technical issues or defects with the service. The customer shall try to use their own support resources before contacting Data Equipment.
- 4** The support services will be provided within Data Equipments regular working hours from 08:00 to 16:00 CET on weekdays from monday to friday. national holidays in Norway are excluded.

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All requests for support shall be directed to Data Equipment through the customers user account in Data Equipments support portal, by designated users. In order to gain access to the service, the customer must establish an Intellisec user account on Data Equipments website portal.intellisec.io. the customer confirms that the information provided to Data Equipment in connection with the registration of such user account is correct and updated at all times. the customer shall personally ensure the security of its user account and user information. If the customer has reason to believe that the user account is no longer secure, the customer must notify Data Equipment as soon as possible by e-mail to support@intellisec.io.

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It is a requirement that the technical issue or defect is reproducible. Data Equipment will upon receipt of request for support services, categorize the technical issue or defect into the following categories:

(a)

Critical level - there is a reproducible failure or malfunction in the service that significantly impedes intended use.

(b)

High level - parts of the service is not operational or fails frequently.

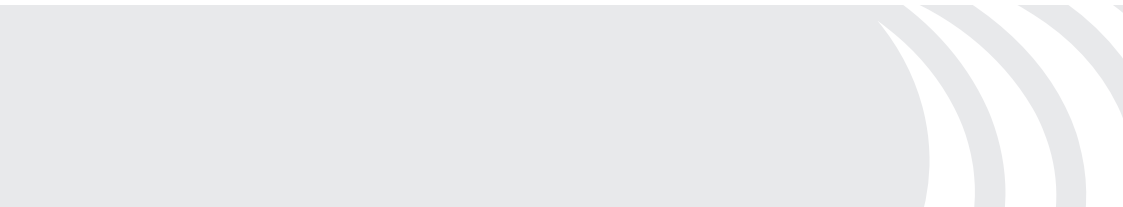
(c) Medium level - parts of the service fails intermittently.

(d) Low level - the defect has little or no impact on users, or an identified cure or circumvention for the defect is available.

7 Data Equipment will strive to provide support as follows:

	Data Equipment will acknowledge receipt within:	Data Equipment will provide a temporary solution or a plan for a solution within:	Data Equipment will provide formal delivery with formal solution integrated within:
Critical	1 working day	3 working days	5 working days
High	2 working days	3 working days	5 working days
Medium	1 working week	15 working days	Next scheduled update
Low	1 working week	Next upgrade or release	Next upgrade or release

8 Data Equipment is not responsible for and shall be entitled to charge for the investigation and correction of defects (i) caused by customers failure to use the service correctly or (ii) caused by any defect or anomaly in or change to the operating environment of customer or (iii) as a result of combination with or integration in another product.



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Upgrades, updates and new releases of the Services are included in the license fee unless otherwise agreed in the General Terms and Conditions.

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The work needed for installation of upgrades, updates and new releases are payable to Data Equipment on a time and material basis unless otherwise explicitly agreed in writing with the Customer.

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In addition to the general support terms contained herein, each security module will be subject to special support terms which can be found at Data Equipment's website with an overview of all **general conditions and service descriptions**. Such special terms shall have precedence over the general support terms.



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