

		SLA
SUPPORT SERVICES	Proactive service bulletins and software notifications for new releases	✓
	Customer Web portal (CRM) access	✓
DRIVERS	Available Library	✓
	Driver Creation or Update* by quotation *Creation and updates of drivers for all WorldCast products released from 2020 are included in the SLA.	-
HOTLINE	Phone & Email support during business hours/days (9am - 5pm, Mon. - Fri. CET and EST)	✓
	Remote Assistance during business hours/days	✓
RESPONSE TIMES	Severity 3 Event	10 BD*
	Severity 2 Event	5 BD*
	Severity 1 Event	2 BD*
UPDATES & UPGRADES	Access to Software updates (within the same generation) based on customer request	✓
SLA TERMS	Initial Term of Support Contract	3 Years from License creation
	PRICING (% of Software Licenses list prices)	10%

*BD = Business Day

Order

By placing an order with WorldCast Group, Customer agrees with the terms and conditions set forth in the present Support Agreement, which will govern the order, and renounces its own conditions. It is expressly agreed that no correspondence or payment shall in any way modify the Support Agreement conditions unless set forth in writing and agreed by both parties.

The SLA contract starts as soon as KYBIO deployment is initiated, precisely at Day 1 of the license installation.

Specific Conditions if any :

Company :
Name :
Title :

Date and Signature :