

## SUPPORT AGREEMENT

### 1. PREAMBLE

In addition to our Product Warranty Coverage, Innerspace offers Support Plans designed to meet your maintenance needs and give you the peace of mind that your Innerspace training solution will always be performing to the highest level.

- Troubleshooting, problem resolution, and recovery advice
- Access to Innerspace technical support specialists
- Multiple methods of access (email, web, phone, remote)
- 24x7x365 online access to the Innerspace web Knowledge Base for the latest product support documentation

Unless otherwise agreed, existing and future contractual relationships between Innerspace GmbH and the customer shall be governed by the latest version of this agreement when the contract or part of the contract is concluded.

In addition to the Service Level Agreement, the General Terms and Conditions of Innerspace GmbH apply.

### 2. DEFINITIONS

General request

The customer has general questions about the products or services of Innerspace GmbH.

Moderate incident

There is a problem with the application, but it can be used limited.

Critical incident

The application cannot be used due to a malfunction of the hard or software delivered and maintained by Innerspace GmbH.

Communication channel

Email, Phone

Response Time

Period - **within the support times<sup>2)</sup>** - between receipt of the customer inquiry via a communication channel and the first feedback by a support employee of the Innerspace GmbH.

Start with problem solving within specified period

Period - **within the support times<sup>2)</sup>** - between receipt of the customer request via a communication channel and the time at which a support employee of Innerspace GmbH begins to solve the problem.

Innerspace GmbH is not liable for errors in the delivery of the customer request via the selected communication channel. The categorization of the support requests is carried out by the employees of Innerspace GmbH.

### 3. STANDARD SUPPORT

To ensure high performance of your training solution, Innerspace offers a Standard Support plan that meet the needs of many enterprises. Standard coverage applies to both hardware and software products, since each often must work together as a total solution.

#### Standard coverage includes

- Email support<sup>2)</sup>
- Phone support<sup>2)</sup>
- Remote support<sup>2) 3)</sup>
- Access to the Innerspace web Knowledge Base

### 4. PREMIUM SUPPORT

We back up our products and services with our service level agreement, providing you reliable service that helps you to control your costs.

#### Premium coverage includes

- Standard support coverage
- Critical incident: **Start with problem solving within 6 hours<sup>2)</sup>**
- Moderate incident: **Start with problem solving within 24 hours<sup>2)</sup>**
- General request: **Response time within 24 hours<sup>2)</sup>**

Standard and Premium support does not include on-site support. Expenses (hotel and travel expenses, export / import duties and hours of work 140€/h) will be charged separately.

### 5. SUPPORT CONTACT

Innerspace GmbH  
Weisstraße 9  
6112 Wattens

Phone: +43 (0) 660 140 0971  
Email: support@innerspace.at  
Office hours: 09:00-17:00 MEZ on Austrian business days

<sup>1)</sup> Remote access via internet (Bomgar or similar)

<sup>2)</sup> On Austrian business days - 5 days a week 8 hours (09:00-17:00 MEZ)

<sup>3)</sup> An 24x7x365 internet connection to the VR equipment is required.