

Terms for Maintenance and Support (EMEA and APAC)

by

IGEL Technology GmbH., Herrmann-Ritter-Str. 110, 28197 Bremen, Germany,

- hereinafter referred to as “**IGEL**” -

THESE TERMS FOR MAINTENANCE AND SUPPORT (“**SUPPORT TERMS**”) SET FORTH THE TERMS AND CONDITIONS UNDER WHICH IGEL AGREES TO PROVIDE THE MAINTENANCE AND SUPPORT SERVICES PURCHASED BY END USER (DEFINED BELOW). BY REGISTERING ON IGEL’S SUPPORT PORTAL OR RECEIVING SUPPORT SERVICES PURCHASED, END USER AGREES TO BE BOUND BY AND ACCEPTS THESE TERMS AND CONDITIONS.

1 General. These Support Terms state the terms and conditions under which IGEL will perform, and End User will receive, the maintenance and support services described herein (“**Support Services**”).

2 Definitions.

For the purposes of these Support Terms:

- 2.1 “**IGEL Software**” means the secure endpoint platform “**IGEL COSMOS**” consisting of “**IGEL OS**”, “**IGEL UMS**”, IGEL Cloud Gateway (“**ICG**”), and the IGEL cloud services which includes the IGEL Onboarding Service, IGEL App Portal, IGEL Insight Service and IGEL Licensing Portal (“**ILP**”) (the cloud services collectively “**IGEL Cloud Services**”).
- 2.2 “**Third Party Software**” means (1) software not developed and sold by IGEL that is either embedded in IGEL Software or bundled by IGEL with the IGEL Software to End User; or (2) software that is installed or stored on the Custom Partition that is not developed and sold by IGEL. (Custom Partition is a feature of IGEL OS that allows the End User to install software provided by third parties to a mass storage partition.); or (3) software available on the App Portal not developed and sold by IGEL. Third-Party Software shall be excluded from Support Services.
- 2.3 “**End User**” means a customer that has an active license for IGEL Software and that has purchased Support Services under an applicable order form.
- 2.4 “**Endpoint Device**” means computers, virtual machines or other hardware devices with an installed, licensed IGEL OS.

- 2.5 “**Business Hours**” means any time between 8:00 a.m. and 6:00 p.m. (CET) on Business Days.
- 2.6 “**Business Days** “ means any days from Monday to Friday except national holidays in Germany. Notwithstanding the foregoing, if the End User’s place of business is in the United Kingdom or Ireland, “Business Days” means any days from Monday to Friday, except bank holidays in the United Kingdom.
- 2.7 “**Error**” means a failure of the IGEL Software to perform in substantial conformity with the then-current specifications relating to such IGEL Software as provided in the IGEL Knowledge Base (<https://kb.igel.com/>).
- 2.8 “**Critical Error**” means an Error (i) that causes essential functions of the IGEL Software not to operate and considerably restricts End User’s business operations (e.g. imminent data loss or loss of connection to a centralized server environment); and (ii) for which there is no known reasonable workaround. IGEL and the End User shall mutually determine whether a reported Error constitutes a Critical Error pursuant to the preceding criteria in this Section 2.8.
- 2.9 “**Major Version**” means the versions of IGEL Software marked by the same number before the first decimal point of a version number (e.g. 12.x.x. is Major Version 12).
- 2.10 “**End of Maintenance**” means IGEL Software or versions thereof for which, according to the information provided via <https://kb.igel.com/licensesmore-igelos11/en/igel-product-lifecycle-90231044.html#IGELProductLifecycle-Overview>, Support Services are no longer being provided. Support Services are provided for a Major Version released by IGEL to End Users for at least 3 years from general availability date.

3 Support Services Packages.

3.1 IGEL offers three “Support Services Packages”, each with the scope of Support Services as respectively described below. The Support Services Package that End User shall receive shall be specified on the applicable order form.

3.2 “**Select Support (including Maintenance)** ”

- Product Updates & Upgrades according to Section 4.1,
- Web-Based Support according to Section 4.2,
- Named Contacts according to Section 5
- Response Times according to Section 4.5,

- Unlimited number of online support tickets.

3.3 “Priority Support”

Priority Support includes the same scope of services as provided under Select Support and also includes:

- Phone Support according to Section 4.3,
- Support via Remote Access according to Section 4.4,
- Named Contacts according to Section 5
- Response Times according to sec. 4.5.

3.4 “Plus Support”

Plus Support includes the same scope of services as provided under Priority Support, and also includes:

- Support via Remote Access outside of Business Hours solely for Critical Errors according to Section 4.4.
- Named Contacts according to Section 5
- Response Times according to Section 4.5

3.5 All End User initial and subsequent purchases of Support Services (associated with initial and subsequent purchases of IGEL Software licenses) must be at the same Support Services Package level.

3.5.1 For example, if End User initially purchases Plus Support for 1,000 IGEL Software licenses, then one year later End User’s subsequent purchase of Support Services for an additional 2,000 IGEL Software licenses must be at the Plus Support level and cannot be solely at the Select Support level or Priority Support Level.

3.5.2 As another example, if End User initially purchases Priority Support for 1,000 IGEL Software licenses and then one year later End User wants to purchase Plus Support for an additional purchase of 2,000 IGEL Software licenses, End User must either (i) upgrade the initial 1,000 licenses to Plus Support and also purchase Plus Support for the additional 2,000 licenses or (ii) purchase Priority Support for the additional 2,000 licenses to match the Support Services Package level with the initial purchase.

4 Support-Services.

4.1 Maintenance:

IGEL Software include maintenance services as part of any Support Services Package that entitles End User to receive official IGEL Software product updates, upgrades, enhancements or other modifications (“**Maintenance**”). Under Maintenance, the End User obtains access to software functionality releases that IGEL may, in its sole discretion, release to End User from time to time. New versions of the IGEL Software (known as “**Release Versions**”) are made generally available to End Users with active Maintenance services (or applicable Subscription services that includes Maintenance) at the same level for all its active licenses of IGEL Software. IGEL may also in its sole discretion provide End User with Stable Releases and/or Private Builds for IGEL Software that has not yet reached End of Maintenance status. “**Private Builds**” are updates to the IGEL Software primarily aimed at fixing errors and “**Stable Releases**” may, in addition to that, contain new features or functions. IGEL shall not be obligated to release new versions, patches, hotfixes or other adaptations or modifications of any Third Party Software. The installation of new versions, Stable Releases, Private Builds and Third Party Software shall solely be the End User’s responsibility. Official updates provided by IGEL under Maintenance, excluding any technology preview or release candidate updates, shall be considered IGEL Software under these Support Terms and the EULA.

4.2 Web-Based Support:

As part of Web-Based Support, End User shall receive access to an online “**Knowledge Base**” for IGEL Software. In addition, End User can submit “**Support-Tickets**” online at <https://support.igel.com/csm>. Except for the Knowledge Base, which may be accessed by any of End User’s users, Web-Based Support shall only be available to End User’s Named Contacts in accordance with Section 5 below.

4.3 Phone Support:

Phone Support is provided to End User during Business Hours via the support telephone number(s) provided and released by IGEL. Phone Support may be used for assistance regarding reported Errors. Phone support shall only be available to End User’s Named Contacts according to Section 5.

4.4 Remote Access:

If and to the extent deemed appropriate by IGEL and only with the express approval of End User, IGEL shall provide support via remote access. Such Remote Access support will be carried out using industry standard encryption. In connection with Remote Access support, End User will cooperate with IGEL to allow and enable IGEL access and permissions as needed in order for IGEL to conduct such support. Remote Access is only available for Priority Support and Plus Support and will be carried out during Business Hours, except End Users with Priority Plus Support may receive Remote Access support on a 24/7 basis in connection with Critical Errors. End User will be solely responsible for instituting and maintaining proper security safeguards to protect End User’s systems and data, and assumes sole responsibility for any lost or altered data, files or information during the performance of Remote Access support. If applicable, IGEL and the End User will conclude a Data Protection Agreement covering the possible access of personal data by IGEL through the Remote Access support.

4.5 Response Times: In connection with Errors reported by End User, IGEL will use commercially reasonable efforts to adhere to the following response times as applicable to the Support Services Package purchased by End User (but does not guarantee that any reported Error will be resolved):

Support Package	Services	Response Time for Non-Critical Errors	Response Time for Critical Errors
Select	Support (including Maintenance)	Within 3 Business Days of IGEL’s receipt of End User’s request	Within 3 Business Days of IGEL’s receipt of End User’s request
Priority Support		Within 1 Business Day of IGEL’s receipt of End User’s request	Within 4 Business Hours of IGEL’s receipt of End User’s request*
Plus Support		Within 4 Business Hours of IGEL’s receipt of End User’s request	Within 2 hours of IGEL’s receipt of End User’s request on a 24x7 basis*

* Response Time is applicable only in connection with Errors submitted by End User by telephone in accordance with Section 4. 3 and is conditioned on IGEL receiving all information requested by IGEL in connection with the submitted Error.

The above Response Time commitments shall be considered met by IGEL as long as IGEL begins diagnosis of the reported Error within the timeframes included in the table above.



- 4.6 Language of Support: Support Services are provided in English. Additional languages may be available in individual cases but are not mandatorily included.
- 4.7 IGEL Cloud Services SLA. The IGEL Cloud Services service level agreement (“**SLA**”) is provided below as Appendix A.

5 Named Contacts.

- 5.1 End User shall appoint a certain number of employees (as allocated to End User based on End User’s purchased Support Services Package) who shall act as contact persons and as authorized delegates regarding Support Services for the End User (herein referred to as “**Named Contacts**”).
- 5.2 End User shall register user accounts for each Named Contact on IGEL’s customer portal webpage at <https://support.igel.com>, to enable those Named Contacts to make use of the Support Services. The identity of a Named Contact can always be changed by End User upon notice to IGEL, so long as the maximum number of Named Contacts allotted to End User is not exceeded. Each Named Contact must be adequately qualified to use and supervise IGEL Software and to assist and cooperate with IGEL in efforts to diagnose and resolve Errors.
- 5.3 Maximum Number of Named Contacts per Support Services Package.

Support Service Package	Maximum Number of Named Contacts
Select Support (including Maintenance)	5
Priority Support	10
Plus Support	15

6 Exclusions.

- 6.1 Support Services shall only be provided for IGEL Software as expressly detailed herein. Notwithstanding the foregoing, Support Services exclude, and IGEL is not obligated to provide, any support, maintenance, troubleshooting or other such services arising from or related to:
 - 6.1.1 IGEL Software which has been customized, supplemented, altered or modified by End User or any third party without IGEL’s express written consent;
 - 6.1.2 Errors due to outside influences, e.g. power blackouts, actions from outside or force majeure events;
 - 6.1.3 Errors due to the use of IGEL Software or Third-Party Software other than as specified in the respective software’s specifications;

- 6.1.4 IGEL only supports connections to third-party products or environments (e.g. Microsoft Server, Citrix XenApp, VMware Horizon) that are published and are still within the support life cycle of the third-party products or environments using the client software integrated into the IGEL OS (“**Supported Third Party Environments**”). IGEL does not provide support for Supported Third Party Environments, which can be purchased from the respective third party if possible, as soon as a product reaches the end of support. IGEL reserves the right to unilaterally and without prior notice periodically change support policies for Supported Third Party Environments.
 - 6.1.5 the operation or use of IGEL Software on Endpoint Devices which do not meet the requirements published by IGEL on its website;
 - 6.1.6 Errors due to End User’s failure to implement new versions or releases of IGEL Software made available under Support Services;
 - 6.1.7 IGEL Software that has reached End of Maintenance Status; or
 - 6.1.8 accident, negligence, or misuse of the IGEL Software or Third Party Software.
- 6.2 IGEL is not responsible or liable for any delay or failure of performance caused in whole or in part by any delay or failure to perform any of End User’s obligations under these Support Terms.
- 6.3 End User must purchase and/or renew Support Services at the same Support Services Package level for all licenses for a particular IGEL Software product (see 3.5).

7 Cooperation Duties of End User.

- 7.1 End User shall provide IGEL with all such cooperation, assistance and information as IGEL may reasonably request, or otherwise may reasonably be required, to enable IGEL to perform its obligations (including the provision of Support Services) hereunder, and End User acknowledges that IGEL’s obligations hereunder are subject to End User’s provision of such cooperation, assistance or information.
- 7.2 As a precondition for requesting Support Services from IGEL, End User agrees to use reasonable efforts to: (i) attempt to solve the problem or Error and to utilize sufficient resources to clearly understand that a problem or Error exists before consulting IGEL; (ii) utilize sufficient resources to understand the instructions from IGEL in addressing the problem and make reasonable attempts to correct the problem or Error as suggested by IGEL. In addition, End User agrees and acknowledges that the extent of

access and the accuracy of information and technical data provided may affect IGEL's ability to provide the Support Services

8 Changes to Support Services.

IGEL may, in its discretion, change from time to time these Terms and the service offerings provided under Support Services with one (1) months notice to End User only if the changes do not represent a material reduction of the purchased Support Services. IGEL shall provide such notice by publishing any such changes on IGEL's website.

9 Duration of Support Services, Termination, Upgrade.

9.1 End User shall receive the Support Services for term specified in the applicable order form. The Support Services shall not automatically renew upon expiration of the applicable term

9.2 Either party may terminate these Support Terms:

- effective on written notice to the other party, if the other party materially breaches these Support Terms and such breach: (i) is incapable of cure; or (ii) being capable of cure, remains uncured 30 days after the non-breaching party provides the breaching party with written notice of such breach; or
- effective immediately if the other party: (i) is dissolved or liquidated or takes any corporate action for such purpose; (ii) becomes insolvent or is generally unable to pay its debts as they become due; (iii) becomes the subject of any voluntary or involuntary bankruptcy proceeding under any domestic or foreign bankruptcy or insolvency law; (iv) makes or seeks to make a general assignment for the benefit of its creditors; or (v) applies for, or consents to, the appointment of a trustee, receiver, or custodian for a substantial part of its property.

9.3 Notice of termination shall be delivered by email to legal@igel.com or by mail to IGEL Technology GmbH, Hermann-Ritter-Str. 110, 28197 Bremen, Attention: Legal.

9.4 Support Services are non-cancelable and non-refundable, and End User may not downgrade its purchased Support Services Package during the applicable term.

10 Liability and Damages for Support Services.

10.1 IGEL is subject to unlimited liability for any damages caused by grossly negligent (*grob fahrlässig*) or willful (*vorsätzlich*) misconduct of IGEL, or its legal representatives or agents, as well as for damages resulting from any wrongful harm

to life, body or health, and damages under the German Product Liability Act (*Produkthaftungsgesetz*).

- 10.2 Except from 10.1., IGEL is only liable for any damages caused by ordinary negligence if, and solely to the extent, IGEL breaches any material obligation (*wesentliche Vertragspflicht*) under the agreement. Material obligations are obligations which are essential for the achievement of the purpose of the agreement and on which the End User may reasonably rely. In such cases, IGEL's liability shall be limited to damages reasonably foreseeable (*vertragstypischer vorhersehbarer Schaden*) at the time the agreement was signed. The liability for loss of profit and subsequent damages (particularly for damages resulting from interruptions to operations) shall be excluded.
- 10.3 Any liability of IGEL for lost data shall be limited to compensatory damages in the amount necessary for restoration of the data using electronic backup media. The aforementioned liability shall not apply if the End User fails to comply with its obligation to regularly back up data in accordance with the state of the art.
- 10.4 The liability under 10.2. and 10.3. is limited to the order value of the individual order.
- 10.5 The foregoing limitations of liability shall also inure to the benefit of IGEL's legal representatives, agents and employees, and shall also apply in cases involving liability for culpa in contrahendo or tort.
- 10.6 Unless provided otherwise in these Terms for Maintenance and Support, any and all claims of End User against IGEL shall be limited to one year from the date on which the claim occurred and the End User became aware of the circumstances giving rise to the claim or would have become aware of them but for the gross negligence of the End User, except for claims defined in subsections 10.1 and 10.2.

11 Miscellaneous.

- 11.1. **Confidentiality.** Each party shall keep confidential, and not disclose to any third party (except each party's respective affiliates, employees and consultants who have a need to know and who agree in writing to keep the information confidential on terms no less restrictive than those contained herein) any Confidential Information which may be provided in connection with these Support Terms. "**Confidential Information**" means any non-public information disclosed by one party to the other party, either directly or indirectly, whether communicated in writing, orally or by inspection of tangible objects (including, without limitation, pricing, trade secrets, product plans, products, Support Services, customers, software including the IGEL Software (both

object and source code), documentation, designs, inventions, processes, designs, drawings, engineering, hardware configuration information, marketing or financial information), which is designated as "Confidential," "Proprietary" or some similar designation. Information communicated orally will be considered to be Confidential Information if such information is identified as Confidential Information at the time of its disclosure, or if such information by its nature should reasonably be understood by the receiving Party to be confidential. Confidential Information will include any and all non-public information relating to any Support Services, IGEL Software and any associated training, documentation, and other related materials, regardless of whether or not such materials are marked as "Confidential," "Proprietary" or some similar designation. Confidential Information may also include information that is disclosed to a party by one or more third parties. Notwithstanding the foregoing, Confidential Information will not include any information that: (a) was publicly known prior to the time of disclosure by the disclosing party; (b) becomes publicly known after disclosure by the disclosing party to the receiving party through no fault of the receiving party; (c) is already in the possession of the receiving party at the time of disclosure by the disclosing party (as shown by the receiving party's files and records) prior to the time of disclosure; (d) is obtained by the receiving party from a third party without a breach of such third party's obligations of confidentiality; or (e) is independently developed by the receiving party without use of or reference to the disclosing party's Confidential Information (as shown by documents and other competent evidence in the receiving party's possession). In the event Confidential Information is required by law or lawful order to be disclosed by the receiving party, the receiving party will first promptly give the disclosing party written notice of such requirement prior to any disclosure so that the disclosing party may have sufficient time to seek a protective order or other appropriate relief, and disclose only that portion of Confidential Information that the receiving party is legally required to disclose.

- 11.2 **Force Majeure.** IGEL is not liable for any failure or delay in performance due to any cause beyond its control, including without limitation, flood, fire, acts of war, terrorism, earthquake, pandemics and acts of God. IGEL shall not be liable for any failure or delay in performing its obligations on account of End User's failure to perform its obligations hereunder.
- 11.3 **Governing Law; Jurisdiction.** These Support Terms are governed by the laws of Germany, without reference to its conflict of laws principles and excluding United Nations Convention on Contracts for the International Sale of Goods (CISG). Any

dispute regarding these Support Terms will be subject to the exclusive jurisdiction of the courts in Bremen, Germany.

11.4 **General Terms.** These Support Terms are non-transferrable. These Support Terms constitute the entire agreement between End User and IGEL with respect to the Support Services and supersede all prior agreements, negotiations, representations and proposals, written and oral with respect to the subject matter hereof. Additional or conflicting terms on any purchase order or other document issued by End User or any third party will have no force or effect. Except as otherwise stated herein, these terms and conditions may not be amended, waived or modified, except in a writing signed by a duly authorized representative of each party and no course of dealing or usage of trade may be invoked to amend, waive or modify any term of these Support Terms. If any provision of these Support Terms is held invalid or unenforceable, the remainder of the Support Terms will continue in full force and effect. No waiver by either party of any rights under the Support Terms will be effective unless such waiver is in a writing signed by the party against whom enforcement is sought.

11.5 **Translation.** These Support Terms have originally been created in German and were then translated into the English version. In case of doubt regarding the interpretation of these Support Terms and its provisions, it is understood that the German version – that can be viewed and downloaded under <https://www.igel.de/geschaeftsbedingungen/> – shall be consulted as reference for the interpretation.

February 2024

Appendix A IGEL Cloud Services Service Level Agreement

1. Definitions

- 1.1. "System Availability" means the percentage of total time during which the IGEL Cloud Services is available to End User, excluding the Scheduled Maintenance Window and Emergency Maintenance.
- 1.2. "Scheduled Maintenance Window" means the window during which weekly scheduled maintenance of the IGEL Cloud Services may be performed. The Scheduled Maintenance Window is between the hours of Friday 9:00 p.m. to Saturday 9:00 p.m. Pacific Time.
- 1.3. "Emergency Maintenance" means any time outside of Scheduled Maintenance Window that IGEL is required to apply urgent patches or fixes or undertake other urgent maintenance activities. If Emergency Maintenance is required, IGEL will contact End User and provide the expected start time and the planned duration of the Emergency Maintenance and if IGEL expects the IGEL Cloud Services to be unavailable during the Emergency Maintenance.

2. SLA

- 2.1. System Availability SLA for IGEL Cloud Services. Expected uptime for the IGEL Cloud Services is 98.50% System Availability during each calendar month, excluding any Scheduled Maintenance Windows and Emergency Maintenance.