

ADDITIONAL TERMS – Enterprise Support (ATES) Pix4D Customers General Terms and Conditions for Customers

This Additional Terms – Enterprise Support (the "**ATES**") applies to You in case You have purchased and activated a Subscription to Our Enterprise Support services by contacting Pix4D's sales team at pix4d.com/contact.

The ATES forms an integral part of and complements the Pix4D General Terms and Conditions for Customers (the "**General Terms**"), insofar as it sets forth specific terms and conditions applicable to Your Subscription to the Enterprise Support Services.

Unless otherwise defined herein, capitalized terms shall have the meaning set forth in the General Terms.

1. GENERAL PROVISIONS

- 1.1. Enterprise Support is a specific Subscription offered by Pix4D to You that gives You access to dedicated assistance and support services, in addition to the standard support, in case of questions, issues or incidents, linked to the functioning and operations of an Offering.
- 1.2. Please note that only certain Offerings (i.e. Software) are subject to Enterprise Support services (the "**Supported Offerings**"). For more information on the Supported Offerings, please contact Our sales team at <https://www.pix4d.com/contact>.
- 1.3. If You subscribe to Our Enterprise Support, We will provide You Enterprise Support services for the Supported Offerings expressly indicated in the Quotation and/or Invoice and according to the modalities described in the ATES.

2. SUBSCRIPTION TERM

Enterprise Support Subscriptions are not automatically renewed.

3. MODALITIES

Enterprise Support will be provided by Us according to the following modalities:

- (a) Enterprise Support is limited to the most current version of the Supported Offerings.
- (b) Enterprise Support is available during the following schedule:
 - (i) Monday to Friday (the "**Business Days**"), 9 am to 5 pm CET/CEST;
 - (ii) Business Days do not include official public holidays.
- (c) All Enterprise Support requests must be submitted to Pix4D's ticketing system (available online at <https://support.pix4d.com/hc/en-us/requests/new> by clicking "Contact support" on the header.).
- (d) Upon receipt of a Enterprise Support request, Pix4D will:
 - (i) provide a case tracking number to manage each Enterprise Support request;
 - (ii) investigate promptly any questions or problems related to the concerned Supported Offering(s), provided that You deliver adequate information to Pix4D to assist such investigation, including:
 - the nature of the problem, notably any information reasonably necessary for diagnosis and correction;
 - the operation or series of operations being performed through the Supported Offering(s) when the problem occurred;
 - a detailed description of the problem, its duration as well as any attempts made by You to resolve the problem.

4. GUARANTEED RESPONSE TIME

- 4.1. When submitting an Enterprise Support request, You shall indicate the estimated impact (critical/major/minor/request for information) that the incident has for Your business (the "**Business Impact**").
- 4.2. The table below details the guaranteed response times that can be expected according to the Business Impact of a Enterprise

Support request:

Guaranteed response time table (during business hours)

Business Impact	Description	Agent first Contact	Workaround solution*
Critical	Highly visible incident that completely prevents to operate	1 hour	6 hours**
Major	Partial loss of service with severe impact. The Client can still operate but basic functions are no longer available	2 hour	8 hours
Minor	An issue with minor to little impact on Client operations caused by the loss of a non critical functionality	4 hours	12 hours
Request for information	There is no impact on Client operation, but just the need of information	8 hours	24 hours

* Workaround is a temporary fix and implies that a genuine solution to the problem is needed. Pix4D commits to provide You with a plan for the solution in case of software bug.

** Pix4D analysis of a failure often implies You to provide data to be analysed. The workaround solution time is measured excluding the time lapsed waiting for You providing the requested data.

- 4.3. Pix4D reserves the right to reclassify the Business Impact of Your Enterprise Support requests at any time if it reasonably believes the classification is incorrect.

5. OTHER INCLUDED SERVICES

5.1 Pix4D Enterprise Support includes the following services:

- a) Standard Product Documentation: This is the standard Pix4D product documentation available at the following address <https://support.pix4d.com/hc/en-us>
- b) Pix4D Community: Pix4D community <https://community.pix4d.com/> is the public forum where all Pix4D users can discuss about photogrammetry and any other topic related to Pix4D products. It is also the place where users can submit feature requests directly to Pix4D Product Teams.
- c) Video Tutorials: To facilitate the comprehension of specific pieces of workflow, Pix4D makes available to You short clips at <https://support.pix4d.com/hc/en-us/articles/360032118251-Video-tutorials>. Nevertheless these are not meant to substitute the specific trainings which provide a full comprehension of the softwares and workflows.
- d) Customized Product Documentation: In case You require to adapt the standard technical documentation to Your own specific needs, Pix4D can deliver it against payment of additional fees.
- e) Live remote support: In some cases to make troubleshooting faster, the Pix4D agent or You can request to see the issue live. In such cases a Pix4D agent will ask for permission to connect via a screen sharing platform by e-mail.
- f) Dedicated Client Success Manager: The assigned Client Success Manager is:
 - i) the reference point of contact inside Pix4D to help You in any issue You are having with Pix4D.
 - ii) proactively takes actions to ensure You are adopting Pix4D solutions in the most productive way. This includes, for example, suggestions on training, planning the workflow of key activities, regular account and user checks and other initiatives that can be defined in a joint meeting to support the usage of Pix4D.
- g) A personalized onboarding plan for your team to ensure new users are comfortable with the new products with a specific focus on delivering the first processed projects in the most timely, accurate and effective way.
- h) A number* of Personal Consultation hours where you can ask any kind of questions to a Pix4D expert.
- i) Support for alternative or multiple time-zones: at the time of the subscription, You may request the delivery of your Enterprise Support over alternative or multiple time zones according to Pix4D availability. Payment of additional fees may apply.
- j) Possibility to create support requests with WhatsApp channel.

* to be agreed and defined on a case by case basis

6. DISCLAIMERS

- 6.1. Pix4D's obligation to provide Enterprise Support to You is contingent upon Your proper use of the Supported Offerings and full

compliance with the General Terms and the EULA (whenever applicable).

- 6.2. Moreover, Pix4D shall be under no obligation to provide Enterprise Support should a support incident be caused by:
- (a) failure by You to operate the Supported Offering within the systems requirements;
 - (b) any modification or attempted modification of the Supported Offering by You, Your Authorized Users or any third party, or
 - (c) Your failure or refusal to implement operations recommended or instructions given by Pix4D.
- 6.3. Pix4D makes no warranties that it will resolve any particular Enterprise Support request or that such resolution will meet Your requirements or expectations. When there is no resolution to the Enterprise Support request, Pix4D will inform You that the incident cannot be resolved and give a workaround / action plan when applicable.
- 6.4. Certain operations recommended by Pix4D in response to an Enterprise Support request may compromise the integrity of Your data. You shall be aware that You must provide for adequate back-up of Your data at all times. Pix4D shall assume no liability in case of data integrity harm or loss for any reason whatsoever.