ADDITIONAL TERMS – Premium Support (ATPS)
Pix4D Customers General Terms and Conditions for Customers

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

The ATPS 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 Premium Support services.

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

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1. GENERAL PROVISIONS

1.1. Premium 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) support Premium 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 Premium Support, We will provide You Premium Support services for the Supported Offerings expressly indicated in the Quotation and/or Invoice and according to the modalities described in the ATPS.

2. SUBSCRIPTION TERM

Premium Support Subscriptions are not automatically renewed.

3. MODALITIES

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

(a) Premium Support is limited to the most current version of the Supported Offerings

(b) Premium Support is available during the following times:

  (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 Premium 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 Premium Support request, Pix4D will:

  (i) provide a case tracking number to manage each Premium 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 a Premium 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 Premium

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	4 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 Premium Support requests at any time if it reasonably believes the classification is incorrect.

5.   OTHERS INCLUDED SERVICES.

5.1   Pix4D Premium 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 phogrammetry 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 Tutorial : 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 their own specific needs, Pix4D can deliver it against payment of additional fees.

e)   Live remote support : In some cases to make the troubleshooting faster, Pix4D agent or You can request to see live the issue. In such cases Pix4D agent will ask the 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 solution in the most adequate and fast way. This include, for example, suggestions on training, planning the workflow of activities, regular checks and other initiatives that will be defined in a joint meeting.

g)   Support for alternative or multiple time-zone: at the time of the subscription, You may request the delivery of your Premium Support over alternative or multiple time zones according to Pix4D availability. Payment of additional fees may apply.

6.   DISCLAIMERS

6.1.   Pix4D's obligation to provide Premium 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 Premium 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

2

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(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 Premium Support request or that such resolution will meet Your requirements or expectations. When there is no resolution to the Premium 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 a Premium 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.