

Support Agreement

concluded by and between

hereinafter referred to as the "Customer".

and

A-Trust
Gesellschaft für Sicherheitssysteme im elektronischen Datenverkehr GmbH
1030 Vienna, Landstraßer Hauptstraße 1b, E02
FN: 195738a

hereinafter referred to as "A-Trust".

1. Object of Contract:

A-Trust is a qualified trust service provider ("VDA") within the meaning of the eIDAS Regulation and, as such, it markets products and services to software developers.

The information and sample codes provided on the websites <http://labs.a-trust.at/> are free of charge.

A-Trust employees provide additional information and assistance ("support services") for a charge. This Agreement sets forth the terms and conditions for the Customer's use of and payment for such services.

2. Commencement of the Agreement, Term of the Agreement

This Agreement shall commence as soon as A-Trust receives a copy of this Agreement duly signed by the Customer. No explicit acceptance by A-Trust shall be required. Provision of support services shall imply acceptance of this Agreement. This Agreement shall be concluded for an indefinite period and may be terminated by either contracting party without notice.

3. Support Services

Once the duly signed Support Agreement has been received, the competent A-Trust employee responsible for the account shall contact the Customer and field the Customer's questions. As a rule, communication between A-Trust and the Customer shall be by e-mail. However, if agreed, communication may also be ensured by telephone.

The support services cater to the Customer's individual requirements and may consist in answering questions and analysing log files, for example.

4. Terms

If the Customer requires developer support services, such services shall be charged as actually provided.

The service fee is based on an hourly rate of € 175, - (excluding VAT).

A-Trust shall invoice the Customer for services provided at the end of each calendar month. This invoice shall be due without any deductions within a period of 30 days from the invoice date.

Both direct communication with the Customer and any required research, testing and internal clarification by A-Trust shall qualify as a service. At the Customer's request, a non-committal cost estimate for the time and effort required to resolve an issue can be provided before such an issue is actually processed. In this case, work to resolve the issue will not start until the Customer's express acceptance. If the time and effort required for to resolve the issue incur costs that are higher than originally estimated, the Customer shall be informed and the further course of action shall be mutually agreed.

5. General Terms and Conditions

The Terms and Conditions for IT Services (A-Trust AGB-IT) shall be applicable for the provision of support services.

City/town, date

For the Customer

(company signature)