

CLOCKTIMER SOFTWARE PRODUCT - SUPPORT AND MAINTENANCE

- 1.1 Company will install (or assist Customer in installing) the Software on the Customer's company network, will{if} where necessary assist Customer in granting End Users access to the Account and Company will provide initial training to End Users.
- 1.2 Company will at no additional cost respond within one business day to Customer's support queries relating to the Software. Business days are days on which banks are generally open for business in the Netherlands from 9:00 AM to 5:00 PM CET. If Customer's support query is urgent (which means that a End User cannot access the Software, or that functionality as set out in the Specifications is not available), Company will attend to Customer's query as soon as reasonably possible, provided that the support query contains all the information necessary to assist Company in resolving the issue, including a documented example of the issue, or sufficient information to enable Company to reproduce the issue.
- 1.3 **Support Channels.** All support requests must be logged via Customer's key contacts or such other methods of communication as indicated by Company from time to time.
- 1.4 **Support Portal.** At Customer's request, Company will provide designated End Users with access to the support portal, where End Users can track the status of Customer's outstanding support requests. All End Users have access to reference guides and support materials provided through Company's support portal.