# General Technical Support Terms

Version of 1 September 2026

## §1. Definitions

1. **"MWT Solutions"** – MWT Solutions S.A., a joint-stock company with its registered office in Poznań (61-754), ul. Szyperska 14, Polska (NIP: PL 7822530556), as well as its branches, if applicable, including but not limited to:
   a. **MWT Solutions Spółka Akcyjna filialas**, Vito Gerulaičio g.10-101, LT-08200 Vilnius, Lithuania (TIN: LT 100016816119),
   b. **MWT Solutions Spółka Akcyjna Magyarországi Fióktelepe**, Anker köz 2-4, 1064 Budapest, Hungary (TIN: HU 27921706),
   c. **MWT Solutions S.A. Organizační složka**, Freyova 1/12, Vysočany, 190 00, Praha 9, Czech Republic (TIN: CZ 684632924).
2. **"Manufacturer"** – Zoho Corporation Private Limited, a company with its registered office at Estancia IT Park, Plot Nos. 140 and 151, Vallanchery Village, Chengalpet Taluk, Kancheepuram District, Tamil Nadu 603202, India, acting in the European Union through its subsidiary, ZOHO Corporation B.V., with its registered office at Beneluxlaan 4B, 3527 HT Utrecht, the Netherlands.
3. **"Software"** – computer software developed by the Manufacturer that is the subject of the Technical Support Service.
4. **"Extension"** – computer software developed by MWT Solutions, constituting either a standalone application or a module that extends the functionality of the Software.
5. **"Customisation"** – computer software (including an Extension), scripts, integration services and modifications to the Software or Software Subscription that have been developed and implemented by MWT Solutions for the User. Such Customisations are not publicly available and are dedicated to a specific instance.
6. **"Software Configuration"** – work performed as part of an implementation or development project, consisting of configuring, parameterising and adapting the functionality of the Software purchased by the User to the User's business processes, organisational requirements and the agreed scope of implementation.
7. **"Software Subscription"** – a service covering access to the functionality of the Software made available on a remote server by the Manufacturer.
8. **"End User License Agreement (EULA)"** – an agreement under which the Manufacturer grants the Licensee a non-exclusive licence to use the Software for the period specified therein.
9. **"Master Subscription Agreement"** – an agreement under which the Manufacturer undertakes to provide the Service Recipient with a service consisting in granting access to the Software Subscription, to the extent and for the period agreed upon by the parties.
10. **"Service Recipient"** – an entity or natural person that is a party to the Master Subscription Agreement concluded with the Manufacturer.
11. **"Licensee"** – an entity or natural person that is a party to the End User License Agreement concluded with the Manufacturer.
12. **"User"** – the Service Recipient or the Licensee.
13. **"Business Hours"** – technical support and maintenance services are provided on working days, from Monday to Friday, between 8:00 a.m. and 5:00 p.m., excluding public holidays and statutory non-working days.

14. **"Ticket Acceptance"** – means email confirmation by an MWT Solutions support department employee or through the ticketing system used by MWT Solutions.
15. **"Ticket Resolution"** – in the case of the Incident or Critical Incident, the resolution consists in a workaround that eliminates or reduces the impact of the Incident, or a solution that resolves the reported Incident. In the case of How-To package tickets, it means the provision of information related to the submitted query.
16. **"Ticket Resolution Time"** – the time within which MWT Solutions undertakes to provide the Ticket Resolution. The time is calculated from the moment the ticket is registered in the MWT Solutions system until its status is changed to "Resolved".
17. **"Critical Incident"** – an Incident that prevents the use of the Software/Subscription/Extension and for which no way of using the Software/Subscription/Extension that effectively bypasses the cause of the Incident can be found at the time of its detection.
18. **"Incident"** – an Incident, in the case of which it is possible to find a way of functionally using the Software/Subscription/Extension that effectively bypasses the cause of the error in the manner indicated by MWT Solutions.
19. **"How-To Query"** – a query submitted under the How-To package regarding functionality built into and made available by the Manufacturer of the Software/Subscription or an Extension provided by MWT Solutions, or regarding how to implement or use a given functionality in the system. The response to a How-To Query is provided by referring to the manufacturer's documentation, if available, or by an MWT Solutions employee providing information on how to configure or implement the Software/Subscription functionality, if provided by the Manufacturer, or the Extension, if provided by MWT Solutions. In the event that the information provided as part of a How-To Query does not fall within the functionalities provided by the Manufacturer or the Extensions provided by MWT Solutions, the User will be informed of this and the ticket will be closed without further processing. In specific cases, information regarding the need for a given functionality may be reported by a support team member to the Manufacturer or MWT Solutions.
20. **"Defect"** – the absence from the Software/Subscription/Extension of any of the agreed Modules, the failure to perform or the incorrect performance of all or some of the functions specified in the technical specification, e.g. the inability to operate in the User's existing operating environment and under specified hardware requirements, the lack of essential error-free operation of the Software/Subscription/Extension, or inadequate system ergonomics, i.e. screen formats and their sequences designed in such a way that operating with them is cumbersome.
21. **"Version"** – a designation indicating the order in which new software versions are created, allowing individual versions to be differentiated. It is usually a natural number (e.g. version numbering starting from 1 or according to the year of creation), a real number, or a combination of several natural numbers. In the latter case, consecutive numbers are usually separated by a full stop.
22. **"Update" (minor release)** – a fix or minor version of the Software or Extension, written as a digit to the right of the first and subsequent decimal places. For example, in ServiceDesk Plus, versions such as 8.1 or 8.1.2 are fixes or minor versions for version 8.0.
23. **"Upgrade" (major release)** – an update or major version of the Software or Extension. It is identified as the digit immediately to the left of the decimal point, reading from left to right. For example, in ServiceDesk Plus versions 6.1 and 7.1, the digits 6 and 7 are the major version numbers.
24. **"Service Pack"** – a package provided by the Manufacturer for the Software or Extension containing a cumulative update for the software, new features, workarounds, and fixes for resolved bugs.
25. **"Standard Reports"** – reports that can be prepared by the user using a wizard available in the ManageEngine application.

26. **"Custom Reports"** – reports created using SQL queries to the ManageEngine application database that do not require modifying the configuration of the application or database to obtain the expected result, and are based on data aggregated directly by the system and available in existing database tables.
27. **"Developer Reports"** – reports created using SQL queries to the ManageEngine application database that require modifying the configuration of the application or database to obtain the expected result. In particular, this includes reports requiring the preparation of a function/procedure or an additional mechanism to process data stored in the ManageEngine application to obtain the required result.
28. **"Extended Technical Support Services"** – services provided within a separate scope and described in the annexes concerning the relevant service.
29. **"Technical Support"** – services provided to the User after the launch of the Software/ Extension within the scope described in the MWT AMS and the MWT AMS SLA plans.
30. **"Technical Support Portal"** – a system for handling technical support requests and managing knowledge, made available to customers of the Technical Support Services provided by MWT Solutions, available at https://support.mwtsolutions.eu/portal/.
31. **"Local Language"** – the language in which Technical Support is provided in the country or region where MWT Solutions conducts business and maintains a registered office or branch.

| Country or region of MWT Solutions operations | Main/ Local Language | Additional Language | English Language |
|---|---|---|---|
| Poland | Polish | - | ü |
| Czech Republic | Czech | Slovak | ü |
| Slovakia | Slovak | Czech | ü |
| Hungary | Hungarian | - | ü |
| Lithuania | English | - | ü |
| Latvia | English | - | ü |
| Estonia | English | - | ü |

The above languages are used to provide Technical Support at the relevant MWT Solutions, to which the applicable Technical Support Agreement relates.

32. **"MAIA Plus"** – a solution developed by MWT Solutions, for which Technical Support is provided in accordance with the terms and conditions set out in the MWT Solutions General Terms and Conditions of Technical Support (GTCTS), provided that the solution is covered by a valid Technical Support Certificate.

## §2. General Provisions

1. These General Terms and Conditions of Technical Support ("GTCTS") set out the terms and conditions governing the provision of the Technical Support Service by MWT Solutions to the User.
2. The Support Services provided by MWT Solutions are rendered in accordance with the terms and conditions set out in this document and/or in accordance with the applicable Technical Support Agreement. Where this document constitutes an annex to a Technical Support Agreement, its provisions apply insofar as they do not conflict with the provisions of that agreement.

3. The Support Service provided by MWT Solutions is a paid service and does not constitute part of the support service provided by the Manufacturer, which the User may access pursuant to the separate terms of the End User License Agreement or Master Subscription Agreement.
4. MWT Solutions provides Technical Support Services only for Software versions no more than one year old. If the Incident or Critical Incident affecting a version that is more than one year old, a request to update the Software to the latest version will be sent in order to ensure the provision of technical support. MWT Solutions recommends keeping the Software up to date to benefit from new functionalities, improvements, and critical bug fixes and security patches.
5. To use the Technical Support Service, the User must hold a valid End User License Agreement or Master Subscription Agreement concluded with the Manufacturer.
6. Support services provided by ManageEngine are rendered in accordance with the terms:
    a) for Software – the End User License Agreement and the terms governing support for licensed Software (ManageEngine Software Maintenance and Support Service),
    b) for Software Subscriptions – the Master Subscription Agreement.
7. Activation of the Technical Support Service for Software used by a specific User is confirmed by the Technical Support Certificate issued by MWT Solutions, in accordance with the template set out in Annex No. 1 to these Terms and Conditions. The certificate specifies the period for which the Technical Support Service as well as the Software, Extensions and Subscriptions covered by the service.
8. Support for Software Customisation and Configuration performed by MWT Solutions as part of a separate implementation service, in relation to the Incidents, Critical Incidents and How-To Queries, is a paid service that is not included in the MWT AMS support plan and is priced separately on the basis of an individual offer.
9. Support for Software Customisation and Configuration performed by MWT Solutions as part of a separate implementation service, in relation to the Incidents, Critical Incidents and How-To Queries, is included in the MWT AMS SLA plan and is provided without limitation.
10. If there is a break in the continuity of support for Software Customisation and Configuration, purchasing the MWT AMS SLA plan does not guarantee the resumption of such support. The applicable terms are determined and communicated individually by MWT Solutions.
11. Use of the Technical Support Service is voluntary and is not a condition for using the Software or Software Subscriptions.
12. Use of the Technical Support Service is mandatory to access the Extended Technical Support Services.

## §3. Scope of the Technical Support Service

1. The Technical Support Service may be provided in one of the following two plans:
    a) MWT AMS,
    b) MWT AMS SLA.
2. The Technical Support Service provided under the "*MWT AMS*" plan includes:
    a) Technical support provided by the Manufacturer;
    b) Access to Upgrades, Updates and ServicePacks;
    c) Technical support in the Local Language
    d) Access to the technical support portal in the Local Language
    e) Access to the knowledge base in the Local Language
    f) Telephone technical support in the Local Language
    g) Email technical support in the Local Language
    h) Remote technical support in the Local Language

i) Handling of up to 10 How-To Queries during the annual support period
j) Unlimited preparation of standard reports
k) Preparation of up to 3 Custom Reports during the annual support period
l) Remote support for resolving Incidents and applying updates

3. The Technical Support Service provided under the "*MWT AMS SLA*" plan additionally includes:
   a) Guaranteed response time in accordance with the applicable specification
   b) Guaranteed resolution time in accordance with the applicable specification
   c) Audit of the instance at the User's premises with regard to its configuration (upon the User's request)
   d) Backup and updating of the Software or Extension at the User's premises (upon the User's request)
   e) Work related to handling requests at the User's premises (performed upon the User's request)
   f) An unlimited number of How-To Queries during the support period
   g) Remote Software updates upon the User's request during the Working Hours, carried out in the presence of the person submitting the request and upon their confirmation that appropriate backups of the server, database, and application have been completed
   h) Unlimited preparation of Standard and Non-standard Reports
   i) Unlimited support for Software Customisation and Configuration in relation to the Incidents, Critical Incidents and How-To Queries

## Article 3a. Extended Technical Support Services

1. Activation of the Extended Technical Support Service for a specific User is confirmed by the Extended Technical Support Service Certificate issued by MWT Solutions, in accordance with the template set out in Annex no. 2 to these General Terms and Conditions of Technical Support. The certificate specifies the period during which the Extended Technical Support Service is provided, the Software and Subscriptions covered by the service, and the number of service occurrences available during that period.
2. The scope of services provided as part of the Extended Technical Support Services is specified in separate annexes applicable to each service.
3. The Extended Technical Support Services not used during the period specified in the Extended Technical Support Service Certificate are not carried over to any subsequent period.
4. The Extended Technical Support Services include:
   a) Remote audits of the User's application environment
   b) Remote Backup and updating of the Software or Extension during Working Hours
   c) Remote Backup and updating of the Software or Extension outside Working Hours
   d) Work related to handling support tickets at the User's premises
   e) Unlimited number of How-To Queries within the MWT AMS support plan
   f) Unlimited development of custom reports within the MWT AMS support plan
   g) Assignment of a dedicated support specialist
   h) Backup and restoration of the environment during the Working Hours
   i) Backup and restoration of the environment outside the Working Hours
   j) Migration of the application environment to a new server during the Working Hours
   k) Migration of the application environment to a new server outside the Working Hours
   l) Consultations at meetings as part of How-To
   m) PXE configuration in the User's environment

n) RCA following the resolution of the Critical Incident, in accordance with the MWT Solutions template
o) A notification package covering Software changes following their release by the Manufacturer
p) Monitoring of resources or users based on predefined reports
q) Monitoring of environments and Software in accordance with predefined criteria
r) Software management within the agreed scope

5. The scope and applicable limits resulting from the Extended Technical Support Services are specified in separate documents dedicated to each service. The aforementioned documents may amend the support terms set out in the General Terms and Conditions of Technical Support, to the extent warranted by their scope.

## §4. Methods of providing Technical Support Services

1. The User is entitled to receive the Technical Support by telephone, email and remote assistance systems, as well as online access to technical documentation. The Licensee is additionally entitled to receive fixes for the Software and Extensions. The scope of Technical Support and maintenance services includes:
   a) Telephone, email and remote assistance support – MWT Solutions provides access to support engineers responsible for the Software, Subscriptions and Extensions during the Working Hours via telephone, email and the remote assistance system. The scope of support includes unlimited diagnostics and resolution of the Incidents and Critical Incidents affecting the Software, irrespective of the number of tickets submitted or the time required to handle them, as well as handling How-To Queries up to the limit specified in the purchased support plan. The services also include support for Customisations created by MWT Solutions and Software Configurations provided by MWT Solutions in accordance with the terms set out in Article 2(8) and 2(9).
   b) Remote assistance is provided using ZOHO Assist available at https://assist.mwtsolutons.eu, ZOHO Meeting or Microsoft Teams. The provision of support using other tools are carried out under the User's sole responsibility and at the User's sole risk.
   c) Software patches and updates – as part of the support and maintenance service for the Software/Extension, the User is entitled to download patches, updates, new versions and Service Packs at no additional cost.
   d) Remote access to documentation and the Technical Support Portal – MWT Solutions provides remote access to the Technical Support Portal for Users, located at https://support.mwtsolutions.eu/portal, where Users can access the knowledge base, submit support tickets and track their status.
   e) Backup, Upgrade and maintenance of the Software or Extension at the User's premises (as referred to in Article 3(3)(d)).
      As part of the Technical Support, MWT Solutions will, at the User's request, provide backup, upgrade and maintenance services at the User's premises or at another location in Poland designated by the User.
   f) Audit and technical assistance at the User's premises (as referred to in Articles 3(3)(c) and 3(30(e)).
      As part of the Technical Support, MWT Solutions will, at the User's request, provide audit and technical assistance services at the User's premises or at another location designated by the User within the territory of the country in which the services are provided.

2. As part of the services described in Sections 1(e) and 1(f), the User is entitled to a total of four working days of Technical Support per year, allocated at a rate of one day per quarter. Unused days may not be carried over to the following quarter.
3. As part of the remote support services, MWT Solutions S.A. permits the provision of support via VPN. A condition for providing support in this manner is that a named VPN account, secured with two-factor authentication, be provided to the designated employee or employees of MWT Solutions. Accounts secured solely by a password and shared accounts are not permitted. Such accounts may be used only if the ordering party has provided written confirmation that MWT Solutions is released from liability for any damage arising in connection with a breach of security principles.

## §5. Rules for Ticket Classification

1. [Ticket classification]. MWT Solutions will make every effort to classify and prioritise tickets appropriately based on the definitions below and to resolve them within the agreed time limits.
    a) High priority (P1) – tickets concerning Critical Incidents,
    b) Normal priority (P2) – tickets concerning Incidents or How-To Queries, subject to the exceptions set out in point c).
    c) Low priority (P3) – tickets concerning Defects; How-To Queries relating to the preparation of Custom Reports; reports on the implementation of the scope of services covered by Extended Technical Support Services; Incident reports; Critical Incident reports; and How-To Queries relating to Software Customisation or Configuration
2. [Response times and resolution times].
    a) Under the "MWT AMS" plan or as part of the Extended Technical Support Services, MWT Solutions will make every effort to resolve tickets as quickly as possible and acknowledge receipt of each ticket within one Working Day.
    b) Under the "MWT AMS SLA" plan, MWT Solutions guarantees the following service levels:
        i. **High priority (P1)** – Ticket Acceptance within 1 hour during the Working Hours. Expected Ticket Resolution Time: 2 days during the Working Hours.
        ii. **Normal priority (P2)** – Ticket Acceptance within 1 hour during the Working Hours. Expected Ticket Resolution Time: up to 10 days during the Working Hours.
        iii. **Low priority (P3)** – Ticket Acceptance within 1 hour during the Working Hours. Expected Ticket Resolution Time: up to 20 days during the Working Hours.
3. [Contractual penalties]. If MWT Solutions fails to meet the guaranteed service levels referred to in Section 2 above, the User subscribing to the "MWT AMS SLA" plan is entitled to claim the following contractual penalties:

| Country or region of MWT Solutions operations | High priority (P1) | Normal priority (P2) | Low priority (P3) |
|---|---|---|---|
| Poland | PLN 300.00 | PLN 200.00 | PLN 100.00 |
| Czech Republic | CZK 1500.00 | CZK 1000.00 | CZK 500.00 |
| Slovakia | EUR 70.00 | EUR 50.00 | EUR 25.00 |
| Hungary | HUF 22500.00 | HUF15000.00 | HUF7500.00 |
| Lithuania | EUR 70.00 | EUR 50.00 | EUR 25.00 |
| Latvia | EUR 70.00 | EUR 50.00 | EUR 25.00 |
| Estonia | EUR 70.00 | EUR 50.00 | EUR 25.00 |

The above contractual penalties are charged for each day (say: one) by which the Ticket Resolution Time is exceeded during the Working Hours.
The above contractual penalties may be claimed in the amount and currency applicable to the MWT Solutions location in which the relevant Technical Support Agreement is in force.

4. [Tickets transferred to the Manufacturer].
    a) If the Ticket Resolution requires the Manufacturer's intervention, MWT Solutions refer the ticket to the Manufacturer without undue delay (but no later than within 1 Working Day). Further handling of such a ticket is governed by the End User License Agreement or Master Subscription Agreement. In such cases, the Ticket Resolution Time is suspended until the Manufacturer provides a solution.
    b) The estimated resolution time for a ticket referred to the Manufacturer is beyond MWT Solutions' control.
5. [Determining priority]. The priority assigned to a particular ticket is determined by an employee of the Technical Support Department of MWT Solutions based on the information provided by the User. The assigned priority is available in the Technical Support Portal.

## §6. Granting access to Technical Support Portal and Ticket Handling Rules

1. Upon activation of the Technical Support Service (see Article 2(7)), a person authorised by the User is entitled to access the Technical Support Portal.
2. To obtain access to the Portal, the User must send an access request to support@mwtsolutions.eu, specifying in the body of the email the type of Software or Software Subscription, the licence expiry date, and the name of the Licensee or Service Recipient.
3. The Technical Support Portal serves as the primary point of contact for registering Incidents, Critical Incidents and How-To Queries concerning the operation of the Software, Software Subscription or Extension.
4. MWT Solutions provides support for requests submitted through the following channels:
    a) The Technical Support Portal available at: https://support.mwtsolutions.eu/portal
    b) Ticket submitted by email to the address: support@mwtsolutions.eu
    c) Ticket submitted by phone at the number:
        (i) MWT Solutions Poland: +48616232117
        (ii) MWT Solutions Czech Republic: +420234076676
        (iii) MWT Solutions Hungary: +3619010617
        (iv) MWT Solutions Lithuania: +37052084484
5. The user should follow the rules below for submitting support tickets through the respective contact channels:
    a) Submitting a ticket via the Technical Support Portal:
        i. Using a web browser, enter the address https://support.mwtsolutions.eu/portal/.
        ii. You will be redirected to the system login page. Enter the username provided during registration in the Technical Support Portal in the "Username" field and your password in the "Password" field.
        iii. Once logged in, click the "Add new ticket" button in the top-right corner of the page. Using the standard template, complete the subject and ticket description fields with the relevant information.

b) Registering a ticket via email:
   i. Every ticket sent to the address support@mwtsolutions.eu will be registered in the Technical Support System and assigned a unique ticket ID.
   ii. When contacting MWT Solutions regarding an existing ticket, the User should refer to the assigned ticket ID.

c) Registering a ticket vie telephone:
   i. After calling the Technical Support number, select the appropriate call category using the telephone keypad, if prompted to do so.
   ii. Once the call category has been selected, the call will be transferred to a support engineer, who will register the ticket in the Technical Support System after verifying the caller's details.
   iii. Once registered, the ticket will be assigned a unique ticket ID.
   iv. Following registration by telephone, the ticket may be handled further via email or through the Technical Support Portal. Submitting a ticket by telephone does not oblige MWT Solutions to resolve the issue immediately during the initial telephone conversation.

6. The User will receive an email confirmation once the ticket has been successfully registered. The User can also track the progress of the ticket by logging in to the Technical Support Portal.
7. The following ticket statuses are used in the Technical Support System:
   a) **New** – a ticket registered in the portal
   b) **Open** – a ticket subject to handling
   c) **On Hold** – a ticket suspended in implementation
   d) **Waiting for customer** – a ticket awaiting additional information or clarification from the User.
   e) **Waiting for support** – a ticket suspended, sent to the Manufacturer/Service Provider. (Second Line Support)
   f) **Scheduled session** – a ticket suspended, awaiting a remote support session scheduled for a date agreed upon with the User.
   g) **Resolved** – a ticket for which a solution has been developed and applied, awaiting user approval
   h) **Closed** – a ticket that is closed, the handling of the ticket has been completed
   i) **New Feature** – a ticket for which the requested functionality will be added in a future release of the Software, Extension, or Software Subscription. This status marks the end of the ticket-handling process.
   j) **No AMS** – a ticket for which the User did not have a valid Technical Support Service agreement on the date the request was submitted. The ticket is not being handled.
8. All correspondence between the parties may be conducted through the Technical Support Portal by selecting the "Reply" option in the menu of the relevant ticket, or by replying directly to an email generated by the system, with the ticket number included in the subject line.
   *Example: Ticket no. ##21##.*
   Note: Other forms of communication may not be registered or linked to the relevant ticket.
9. Once a ticket has been resolved, a solution will be provided and its status will be changed to "Resolved". The User will be notified of this change by email.
10. The User may verify the resolution of the ticket and close it using the link provided in the resolution notification email or through the Technical Support Portal. If the User submits any comments regarding the resolution, the ticket will be reopened and its status changed to "Open".
11. If the User does not provide any comments or respond within two (2) days of the ticket being marked as "Resolved", and does not close the ticket using the link provided in the notification email or through the Technical Support Portal, the ticket will be closed automatically and its status changed to "Closed".

12. If the User fails to respond to six consecutive requests for additional information sent by MWT Solutions at 24-hour intervals regarding a ticket in progress, the ticket will be closed without resolution and its status changed to “Closed” due to a lack of communication.
13. If a ticket has been closed and its status changed to “Closed”, it cannot be reopened or processed further. The User must submit a new ticket.

*Annex No. 1. Technical Support Certificate Template*

TECHNICAL SUPPORT CERTIFICATE

**Customer details:**

| Purchaser: | Recipient: |
|---|---|
| Xxxxxxxxxxxxxxx | Xxxxxxxxxxxxxxx |
| xxxxxxxxxxxxxxx | Xxxxxxxxxxxxxxx |

This document confirms the right to use the Technical Support Services for ManageEngine software, to the following extent:

1. Basic Technical Support provided by the Manufacturer
2. Access to updates provided by the Manufacturer
3. Technical Support Service provided by MWT Solutions in the following plan:
   a. *[MWT AMS]*
   b. *[MWT AMS SLA]*

Technical Support Service details:

| | |
|---|---|
| Service valid from: | DD.MM.YYYY |
| Service valid until: | DD.MM.YYYY |
| Representative's full name: | Full name |
| User email address: | adres@email.com |

Scope of the Technical Support Services provided by the Manufacturer, as defined in the End User License Agreement and/or Master Subscription Agreement entered into with the Manufacturer.
Scope of Technical Support Services provided by MWT Solutions in accordance with the General Terms and Conditions of Technical Support.

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Director of Support Department
MWT Solutions S.A.

*Annex No. 2. Template of Extended Technical Support Service Certificate*

EXTENDED TECHNICAL SUPPORT SERVICE CERTIFICATE

**Customer details:**

| Purchaser: | Recipient: |
|---|---|
| Xxxxxxxxxxxxxxx | Xxxxxxxxxxxxxxx |
| xxxxxxxxxxxxxxx | xxxxxxxxxxxxxxx |

This document confirms the right to use Extended Technical Support Services for ManageEngine Software to the following extent:

1. Extended Technical Support Services:
   a. System backup and restore during the Working Hours for the Endpoint Central Security system, covering ten instances.

Details of Extended Technical Support Service:

| | |
|---|---|
| Service valid from: | DD.MM.YYYY |
| Service valid until: | DD.MM.YYYY |
| Representative's full name: | Full name |
| User email address: | adres@email.com |

Scope of the Technical Support Services provided by the Manufacturer, as defined in the End User License Agreement and/or Master Subscription Agreement entered into with the Manufacturer.
Scope of Technical Support Services provided by MWT Solutions in accordance with the General Terms and Conditions of Technical Support.

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Director of Support Department
MWT Solutions S.A.