

X-Sight DIC Alpha Software Technical Enhancements and Customer Support (TECS)

(v.2025H1)

1. TECS Validity:

The TECS or TE period is valid from the license purchased date (Invoice issue date). The perpetual license includes 1 year of TECS by default unless purchased for a longer TECS or TE period. Subscription includes TECS for the entire term.

2. Scope of annual TECS:

2.1. TE (Technical Enhancements)

- 2.1.1. Definition: Technical Enhancements refer to major and minor enhancements, changes, improvements, and non-critical bug fixes to the software product made available through online updates.
- 2.1.2. Frequency: Technical Enhancements will be released twice a year, as minor and major releases, to allow users to take advantage of new features and improved performance.
- 2.1.3. Content: Technical Enhancements will include new features, bug fixes, security updates, performance improvements, modifications, customer-based feedback changes, design and user interface updates, and improved performance.
- 2.1.4. Distribution: Technical Enhancements will be distributed as new installation packages that users can download and install on their devices.
- 2.1.5. Entitlement: The customer is entitled to all Technical Enhancements released during the TECS or TE Validity period.

2.2. CS (Customer support)

- 2.2.1. Customers shall acquire the right to guaranteed assistance in solving their technical problems related to the operation of the software and hardware. This includes remote consultations and solutions via telecommunication service or email. The service shall be provided on working days between 8:00 am and 5:00 pm CET in the purchased scope of engineering hours. Customer support is included in the price of TECS based on the product type, with expiration at the end of the valid period. Based on the individual agreement and conditions, technical support can also be provided from 5:00 pm to 8:00 am and during non-working days.
- 2.2.2. The customer support service is available through the proposed teleconference service (TeamViewer, Windows Remote Assistance, Any Desk, Skype, MS Teams, Zoom, Google Meet, etc.). To request a

teleconference, email tecs@xsight.eu with “teleconference request” in the subject line.

2.2.3. The email address tecs@xsight.eu will provide a written form of customer support for software and hardware products. Users can submit their requests by emailing this address, and our technical support team will respond to requests within three working days of receipt.

2.2.4. Entitlement: The customer is entitled to Customer Support service during the TECS Validity period.

3. **R&D topic proposal priority feedback:** The customer will be informed within two weeks about the topics proposed for the X-Sight products' development and research. The email with the proposal must be sent to tecs@xsight.eu. The subject must contain the „R&D topic proposal.”
4. **New software release availability notification:** Registered customers on <https://www.xsight.eu/email-notifications/> will receive an email notification when a new software release is available for purchase/download. Other customers can download a new software release when it is available at a dedicated location defined in the email with order confirmation, handover protocol, delivery note, or written confirmation of the delivery of the Technology.
5. **Price of TECS:** According to the currently valid price list.
6. **Method of payment:** Based on the invoice issued according to the relevant order.
7. **How to download releases:** Customer will follow technical support instructions.
8. **Prerequisites for TECS:** Existence of the right to use a license of the current version of Alpha software. For older licenses, the customer needs to update the license to the current version for an individual fee of backward TE.