

Support Terms

for SwissSign Signature Service

1. Purpose and Scope

These Signature Service Support Terms ("Support Terms") set forth the support services and support-related service levels applicable to the Signature Service provided by SwissSign. They form an integral part of the Signature Service Agreements for Web, REST-API and On-Premises. The definitions are set out in Clause 2.

The SwissSign Service Level Agreement ("SLA") governs Service Availability, Maintenance Windows, Disaster Recovery Objectives, and related availability commitments. These Support Terms govern Incident Management, support processes, support responsibilities, support tiers, escalation procedures, and other support-related matters.

Unless expressly agreed otherwise in writing, these Support Terms shall apply to all support and maintenance services provided by SwissSign in connection with the Services.

Any deviation from these Support Terms must be expressly agreed in writing by the Parties and documented in the applicable Service Agreement, Order Form, Statement of Work, or another contractual document executed by the Parties.

Capitalized terms used in these Support Terms and not otherwise defined herein shall have the meanings assigned to them in the applicable Signature Service Agreement or the SwissSign SLA.

2. Definitions

The following terms shall have the meaning set forth below. Capitalized terms not defined in these Support Terms shall have the meanings assigned to them in the Signature Service Agreement or the SwissSign SLA.

"Dedicated Engineer" means a SwissSign support engineer designated as the Customer's primary technical support contact and responsible for coordinating the Customer's support requests and related support activities. A Dedicated Engineer is not assigned exclusively to the Customer and does not imply guaranteed availability, on-site support, or support outside the applicable Service Support hours unless expressly agreed otherwise.

"Support Tier" means the level of support services applicable to the Customer, being Standard, Specialized, or Premium, as specified in the applicable Service Agreement or Order Form.

3. Support Model and Responsibilities

3.1 Customer First-Level Support

The Customer shall act as the primary point of contact for its Users and shall provide first-level support under its own responsibility. The Customer shall perform the initial assessment and categorization of Incidents and Service Requests and shall use reasonable efforts to resolve issues based on the documentation, training materials, and support information provided by SwissSign.

Where the Customer is unable to resolve an Incident or Service Request independently, the Customer may escalate the matter to SwissSign in accordance with these Support Terms.

Incidents and Service Requests shall be submitted through the communication channels applicable to the Customer's Support Tier.

The Customer shall use reasonable efforts to provide accurate and complete information when re-orting an Incident or Service Request.

To enable the efficient investigation and resolution of Incidents, the Customer shall provide all in-formation reasonably required by SwissSign, including, where applicable, relevant log files, configuration details, error messages, screenshots, system information, and steps necessary to reproduce the reported Incident.

SwissSign may request additional information, documentation, or access reasonably required for the diagnosis, investigation, and resolution of an Incident.

3.2 Second-Level Support

SwissSign shall provide second-level support for Incidents and Service Requests escalated by the Customer. SwissSign's support services may include incident analysis, troubleshooting, error diagnosis, technical assistance, and the coordination of corrective actions within the scope of the Ser-vice.

SwissSign shall use commercially reasonable efforts to investigate, identify, and resolve Service-related defects and malfunctions in accordance with the Incident Management Service Levels set forth in these Support Terms.

3.3 Third-Level Support

Where necessary for the resolution of an Incident, SwissSign may escalate the matter to third-party suppliers or technology providers and shall coordinate related remediation activities, including Workarounds, patches, fixes, or other corrective measures.

SwissSign shall remain the Customer's primary point of contact for support matters relating to such escalation.

4. Support Tiers

SwissSign offers different support tiers for the Services. The support tier applicable to the Custom-er shall be specified in the applicable Service Agreement or Order Form. Unless the applicable Service Agreement or Order Form expressly states that Specialized Support or Premium Support has been purchased, Standard Support shall apply.

The support services available under each Support Tier are set out below and are defined in Clause 6.

Service Element	Standard	Specialized	Premium
Dedicated Engineer	N/A	shared specialized team	Dedicated Engineer
Severity 1 Response Time	1 Business Day	4 Business Hours	1 Business Hour
Severity 2 Response Time	2 Business Days	1 Business Day	4 Business Hours
Severity 3 Response Time	3 Business Days	2 Business Days	1 Business Day
Severity 1 Workaround Target	5 Business Days	3 Business Days	2 Business Days

Service Element	Standard	Specialized	Premium
Communication Channels Availability	during Service Support hours only		
Severity 1 Method of Access	+41 84 877 66 55	Support Portal	Direct Phone/Email & Support Portal
Severity 2 & 3 Method of Access	scc@swisssign.com	Support Portal	Support Portal
Response Method	by email	Support Portal	Support Portal & Phone (for Severity 1)
Service Requests	subject to additional fees	included	included

Service Requests are defined in the SLA and do not constitute Incidents. Unless expressly agreed otherwise, non-Incident Service Requests are included in the Specialized and Premium Support Tiers. Service Requests requested by Customers subscribed to the Standard Support Tier, or otherwise falling outside the scope of the Customer's applicable Support Tier, may be charged separately in accordance with the applicable Service Agreement, Order Form, SwissSign price list or other applicable contractual documents.

All communication channels, response times and workaround targets apply during Service Support hours only, as defined in the SLA. Incidents reported outside Service Support hours shall be deemed received at the commencement of the next Service Support period.

The Service Levels set out in these Support Terms are intended to define the target service performance applicable to the selected Support Tier. Failure to achieve a Response Time or Workaround Target shall not in itself give rise to any right of termination, refund, service credit, penalty or other compensation. Any liability arising from the provision of the Services shall be governed exclusively by the applicable contractual liability provisions.

5. Incident Management

5.1 Incident Classification

SwissSign shall classify Incidents according to the Severity Levels set forth below. The applicable Severity Level shall be determined by SwissSign acting reasonably, taking into account the Incident's business impact, operational impact, urgency, and affected scope.

Service Level	Description
Severity 1 – Critical	The Incident causes a complete loss or unavailability of critical Service functionality in a production environment and has a critical impact on the Customer's business operations. No reasonable Workaround is available.
Severity 2 – Major	The Incident materially impairs significant Service functionality and has a substantial impact on the Customer's business operations. Operations may continue in a degraded manner or a reasonable Workaround may be available.
Severity 3 – Minor	The Incident has a limited operational or business impact and does not materially affect the Customer's ability to use the Service. The Incident may relate to non-critical functionality, cosmetic issues, documentation issues, or similar matters.

For the avoidance of doubt, Service Requests and Professional Services do not constitute Incidents and are therefore not assigned a Severity Level.

5.2 Applicability of Incident Management Service Levels

Unless expressly agreed otherwise in the applicable Service Agreement, the Incident Management Service Level Targets set forth in these Support Terms apply exclusively to Incidents affecting a production environment under a paid subscription.

Evaluation, trial, test, development, sandbox, and other non-production environments are not subject to formal Incident Management Service Level Targets and are supported on a best-effort basis only.

5.3 Incident Management Service Levels

The Response Times and Workaround Targets applicable to each Severity Level depend on the Support Tier purchased by the Customer and are set out in Section 4.

5.4 Measurement of Incident Management Service Levels

The applicable Incident Management Service Level Targets shall be measured from a) the time the Incident is reported to SwissSign through the designated support channels and SwissSign has acknowledged receipt of the notification if sent by email, and b) all information reasonably required for the investigation of the Incident has been provided.

Any period during which SwissSign is unable to investigate, analyse, or resolve an Incident due to customer-related causes, missing information, lack of required access, unavailability of customer personnel, third-party dependencies under the Customer's control, or other circumstances outside SwissSign's reasonable control shall be excluded from the measurement of the applicable Incident Management Service Level Targets.

6. Support and Maintenance Services

SwissSign shall provide support and maintenance services for the Services during the applicable subscription term.

Support and maintenance services may include:

- Technical assistance reasonably required for the proper use of the Services;
- Investigation, diagnosis, and resolution of Service-related Incidents;
- Error correction and bug fixes;
- Security patches and maintenance releases;
- Minor Releases and Major Releases that SwissSign generally makes available to customers;
- Other corrective measures intended to restore or maintain the functionality, security, or performance of the Services.

Support For Signature Service On-Premises, the number of upgrades included in the support and maintenance services, if any, shall be specified in the applicable Service Agreement. Any additional upgrades requested by the Customer may be provided by SwissSign as Professional Services subject to separate fees.

SwissSign shall determine, at its reasonable discretion, the content, scope, timing, and release schedule of updates, upgrades, patches, and other maintenance activities.

SwissSign may modify, enhance, update, or replace components of the Services as part of its on-going maintenance and product development activities, provided that such changes do not materially reduce the core functionality of the Services during the applicable Subscription Term.

SwissSign may provide support and coordination services in relation to third-party components, integrations, or services that are provided as part of the applicable Service.

Third-party products, services, systems, or integrations procured, managed, or operated independently by the Customer are outside the scope of the support and maintenance services.

Unless expressly agreed otherwise, support and maintenance services are limited to the standard functionality of the Services and do not include customer-specific developments, custom integrations, consulting services, training services, migration activities, implementation services, or other Professional Services.

Professional Services may be provided by SwissSign separately and may be subject to additional fees and a separate agreement between the Parties.

7. Support Exclusions

The support and maintenance services described in these Support Terms do not include:

- Support for unsupported, obsolete, end-of-life, or no longer maintained versions or releases of the Services;
- Support for customer-specific modifications, customizations, developments, or alterations of the Services not performed or approved by SwissSign;
- Support for customer-specific integrations, interfaces, or third-party products, systems, software, or services not expressly provided or supported by SwissSign;
- Assistance required as a result of the Customer's failure to implement supported releases, updates, upgrades, patches, security fixes, or Workarounds provided or recommended by SwissSign;
- Support relating to modifications of the Customer's infrastructure, operating environment, security architecture, or third-party systems;
- Migration, implementation, training, consulting, customer-specific configurations, custom developments, and other Professional Services;
- Requests that fall within the scope of the Customer's first-level support responsibilities as set forth in these Support Terms.

Where SwissSign provides assistance in relation to matters outside the scope of the support and maintenance services, such assistance may be provided as Professional Services and may be subject to additional fees.

Where the investigation, workaround or resolution of an Incident depends on actions, information or remediation measures to be provided by a third-party supplier or service provider, the applicable Workaround Targets shall be suspended for the duration of such dependency. SwissSign shall resume its efforts to provide the Workaround promptly once the relevant dependency has been re-solved.

8. Supported Environment and Compatibility

SwissSign shall use commercially reasonable efforts to maintain the compatibility of the Services with the supported operating environments, software versions, interfaces, and other technical requirements specified in the applicable Service Documentation or Service Agreement.

The Customer is responsible for ensuring that its systems, infrastructure, software, networks, and other technical dependencies comply with the supported environment requirements communicated by SwissSign from time to time.

The Customer shall use supported versions and releases of the Services. SwissSign may discontinue support for obsolete, end-of-life, unsupported, or no longer maintained versions, releases and services. SwissSign may require the implementation of supported releases, updates, upgrades, patches, or security fixes as a condition for the continued provision of support services.

SwissSign shall have no obligation to maintain compatibility with:

- Unsupported or end-of-life software versions;
- Third-party products, systems, or services not expressly designated as supported by SwissSign;
- Customer-specific modifications, customizations, integrations, or developments;
- Changes made by the Customer or third parties to the Customer's technical environment.

If changes to the Customer's infrastructure, operating environment, third-party systems, security requirements, or applicable regulatory requirements necessitate modifications, adaptations, or additional work relating to the Services, such activities may be provided by SwissSign as Professional Services subject to separate agreement and applicable fees.

SwissSign reserves the right to modify supported environments and technical requirements from time to time, provided that such changes are made in a commercially reasonable manner and are communicated to the Customer in advance where reasonably practicable.

9. Professional Services

Professional Services are outside the scope of the support and maintenance services described in these Support Terms and may be provided by SwissSign subject to a separate agreement and applicable fees.

Professional Services may include, without limitation:

- Consulting services;
- Implementation and migration services;
- Training services;
- Customer-specific configurations;
- Customer-specific developments, customizations, or integrations;
- Modifications required as a result of changes to the Customer's infrastructure, operating environment, security architecture, or third-party systems;
- Assistance relating to matters excluded under these Support Terms;
- Project-based, advisory, or customer-specific services.

Unless otherwise agreed in writing, Professional Services shall be performed on a time and material basis at SwissSign's then-current rates.

10. Updates

This Support Terms are dated September 2026. SwissSign reserves the right to update these Support Terms at any time. For ongoing agreements, SwissSign will inform the Customer of any changes prior to such changes taking effect and where such changes have a material impact on the rights granted to the Customer hereunder.

