SUPPORT CONDITIONS & SERVICE DESCRIPTION

1. Support services

1.1 Under the Saas Contract, Seatti shall provide the Customer with the Support Services described herein in accordance with the terms and conditions described below.

1.2 The Support Services shall be provided upon commencement of regular operations, but no later than six (6) weeks after the start of the contract. As part of the prior onboarding phase, Seatti shall provide the Client with an onboarding manager who is available from Monday to Friday (with the exception of national public holidays) between 10.00 a.m. and 5.00 p.m. Central European Time (CET).

1.3 For category 4 and 5 support requests (pursuant to section 3.2), Seatti shall provide the Customer with one (1) hour of Customer Support per calendar month in the Hybrid Specialist package and three (3) hours of Customer Support per calendar month in the Hybrid Enterprise package at no additional cost.

1.4 If the client exceeds the monthly quota in accordance with section 1.3, any additional support services provided shall be invoiced at EUR 125.00 net per hour or part thereof. An extended monthly quota of support hours can be agreed upon request.

1.5 The transfer of unused support hours to subsequent calendar months or to other Seatti customers is excluded.

1.6 Support is provided exclusively remotely. If on-site appointments with the Customer are necessary as part of the support requests, these shall be offered by Seatti in accordance with a separate order, subject to prior agreement.

2. Request for services

2.1 Seatti's Services shall be requested by the Client exclusively through Key Users designated by the Client.

2.2 The appointment of persons as key users requires that they have sufficient software knowledge. Before requesting a service with regard to errors, difficulties or other problems that have arisen in accordance with categories 1 to 3 (pursuant to Section 3.2) (hereinafter collectively referred to as "Problems"), the Client must ensure that

2.2.1 all planned measures for problem detection and containment have been carried out and operating errors have been ruled out;

2.2.2 a description of the problem (including date, time, symptoms, screenshot) and other relevant information can be provided to Seatti staff;

2.2.3 a sufficiently defined problem and task description can be made available to Seatti employees.

2.3 In the case of errors that are not reproducible, the client shall provide a sufficient error description for the reconstruction of the error, insofar as this is technically feasible. If the Client fails to provide such a test example, Seatti shall be released from its obligations under this Agreement with respect to the non-reproducible error.

2.4 Seatti's Support is available to named contact persons of the Client from Monday to Friday from 10:00 a.m. to 5:00 p.m. Central European Time (excluding national holidays) (hereinafter referred to as Support Hours). Contact Persons means up to three (3) employees designated by name by the Client who are exclusively authorized to address support requests to Seatti.

2.5 Seatti support is available in German and English.

2.6 In order to ensure that support requests are processed, support requests must be submitted exclusively via the Seatti support form. Seatti shall provide the relevant valid URL of the support form to the Client's designated contact persons.

2.7 The Client is obliged to provide all requested information, records and documents that are relevant for Seatti in the context of implementing the request. Seatti shall inform the Client of the type and scope of the required information.

2.8 Notifications that are not made in accordance with these conditions shall be deemed not to have been made.

2.9 If the Client does not request services in accordance with these Terms and Conditions, Seatti shall be entitled to assert the rights set forth in the General Terms and Conditions of Use for cases of breach of obligations to cooperate, provide materials and exercise due care, in particular to separately invoice any additional expenses incurred as a result in accordance with Section 4.3 of the General Terms and Conditions of Use.

2.10 Seatti shall document proper reports, including the processing history, in an internal ticket system.

2.11 Messages received outside the support hours are deemed to have been received at the start of the next support period. Processing will take place during the next support period.

3. Response times

3.1 Each incoming support request is assigned to a category. The response times depend on the corresponding category of the request.

3.2 Support categories

Category	Classification	Description of category	Response time	Notes on handling support cases
1	Critical	An error in Category 1 occurs when the use of the app, or large parts of it, is impossible or severely restricted. Example: App not accessible or failure of core features such as desk booking.	2 hours	Processing takes place immediately to ensure the average availability of the solution (in accordance with Seatti's Terms of Use).
2	Medium	An error in Category 2 occurs when the use of the app is not directly and/or significantly impaired (solution remains usable via a workaround). Example: Missing calendar weeks, but accessible via day view, or meeting room bookings appear in Outlook but not in Collab&Connect.	4 hours	Processing depends on the sprint status of the development team (usually within 4–6 weeks).
3	Low	An error in Category 3 occurs when it cannot be assigned to any of the above categories and the app remains fully usable. Example: Simple spelling mistakes in the user frontend.	2 working days	Processing takes place in the order of receipt (shared support pipeline for all Seatti customers) – duration therefore depends on the effort required for the request and the overall support volume.
4	Low	Customization requests that cannot be implemented by the	8 hours	Processing is carried out within 8 working days.

		customer via the admin panel. Example: Restructuring of existing resources.		
5	Optional	Customization requests that can be implemented by the customer via the admin panel. Example: Deactivation of (individual) workstations.	2 working days	Processing takes place in the order of receipt (shared support pipeline for all Seatti customers) – duration therefore depends on the effort required for the request and the overall support volume.

3.3 Classification shall be carried out by Seatti in accordance with the above categories, based on the Customer's description of the defect or requirement.

3.4 Classifications of support requests made by the Client are not binding on Seatti.

3.5 Seatti expressly reserves the right to adjust and correct the classification according to the urgency of a support request during the course of processing, if necessary. Upon request, Seatti shall provide the Client with a non-binding estimate of the time likely to be required to rectify the error.

4. Service Description

As part of the agreed SaaS contract, Seatti shall provide the Client with the Collab&Connect solution with the following features:

Modules	License package			Additional modules	
	Hybrid Lite	Hybrid Specialist	Hybrid Enterprise	Conference Rooms	Visitor Management
MS Teams Integration	✔	✔	✔	✔	✔
Desk Booking	✔	✔	✔		✔
Delegate and Group Booking		✔	✔		✔
Meetup Functions	✔	✔	✔		

Feature					
Admin Panel and Analytics Dashboard	✔	✔	✔		
Room Booking		✔	✔	✓	✔
Parking Space Booking		✔	✔		✔
Smart 1 Click Booking		✔	✔		
Office Announcements		✔	✔		
Check-In Assistent		✔	✔		
Team Bookings			✔	✔	✔
Fixed Workstations and Parking Spaces			✔		
Booking and Incident Management			✔		
Role-Based Permissions		✔	✔	✔	✔
Create Sub-Organizations			✔		
Recurring Bookings			✔		✔
Social Nudging Notifications			✔		
Interest-based Lunch Roulette			✔		

FInd First Aid & Fire Safetly Helpers			✔		
Priority Bookings			✔		
Office Presence Analytics			✔		
Catering Orders incl. Prices/Cost Center				✔	
Selection of Seating Options				✔	
Advance Booking Periods and Setup Times				✔	
Dividable Rooms				✔	
Invitation of External Guests					✔
Sending Forms to External Guests					✔
Overview of Daily External Guests					✔
Guest Check-In					✔
Booking Workstations, Parking & Meeting Rooms for Externals					✔

4.1 Further development of existing features and new functionalities

Seatti plans to continuously develop the Collab & Connect solution in order to cover a wide range of customer requirements at all times. Seatti reserves the exclusive right to decide on a case-by-case basis whether it is a further development of existing features covered by the agreed scope of services or a newly developed feature, the use of which is offered for an additional license fee. The client is not obliged to purchase additional licenses for chargeable function modules if he does not wish to use these modules.