

# Terms of TicTac Support

Last updated 6 October 2026

## 1. Scope and Applicability

1.1 These TicTac Support Terms ("Terms") apply to any customer ("Customer") whose Articulate order form or renewal order with TicTac Learn Group AB or its affiliates ("TicTac") includes TicTac Support.

1.2 These Terms also apply where TicTac Support is expressly included in a Customer's order form for other TicTac products.

1.3 These Terms supplement the Customer's underlying agreement with TicTac, including any applicable terms of purchase, order form, and data processing agreement (together, the "Agreement"). Except as specifically set out in these Terms, the Agreement continues to apply in full.

1.4 In the event of a conflict between these Terms and the Agreement on matters relating to TicTac Support, these Terms prevail.

1.5 The scope and features of TicTac Support are described in the [TicTac Support Service Description](#) (the "Service Description"). The Service Description forms part of these Terms.

1.6 These Terms are governed by the law applicable to the Agreement.

## 2. Definitions

2.1 "Licence" means each Articulate user licence purchased by the Customer under the Agreement. Where TicTac Support is included in an order form for other TicTac products (pursuant to clause 1.2), "Licence" means each unit of access purchased under that order form.

2.2 "Opt-Out Notice" means a notice from the Customer to TicTac stating that the Customer wishes to discontinue TicTac Support, sent by email or other electronic means to the applicable contact address set out in Section 8.

2.3 "TicTac Support" means the enhanced support service described in the Service Description, as updated from time to time in accordance with Section 7. Although TicTac Support is purchased through Articulate orders, the service covers all TicTac products in the Customer's account.

2.4 "Renewal Date" means the date on which the Customer's Articulate agreement (or, where clause 1.2 applies, the relevant agreement) automatically renews for a subsequent term.

2.5 "Standard Support" means the baseline support included in the Agreement at no additional charge, as described in the Service Description.

## 3. Pricing and Payment

3.1 TicTac Support is charged per Licence per year at the price stated in the Customer's order form or renewal order.

3.2 Payment for TicTac Support is invoiced together with the Customer's Licence fees under the Agreement, unless otherwise agreed in writing.

3.3 TicTac may adjust the price of TicTac Support by providing the Customer with written notice no later than thirty (30) days before the Customer's Renewal Date. The adjusted price applies from the next Renewal Date. If the Customer does not accept the adjusted price, the Customer may opt out of TicTac Support in accordance with Section 5.

3.4 Where the Customer adds Licences during a current term, TicTac Support extends automatically to the additional Licences at no extra charge for the remainder of that term. From the next Renewal Date, TicTac Support is charged on the total number of Licences, including any Licences added during the preceding term.

## **4. Activation and Term**

### **Existing Articulate customers**

4.1 For Customers with an active Articulate agreement as of 1 June 2026, TicTac Support is activated automatically and provided at no additional charge until the Customer's first Renewal Date on or after 1 January 2027.

4.2 From the first Renewal Date on or after 1 January 2027, TicTac Support becomes a paid service at the price stated in the Customer's renewal order, unless the Customer has submitted an Opt-Out Notice in accordance with Section 5.

### **Term and renewal**

4.3 TicTac Support renews automatically together with the Agreement. If the Agreement terminates or expires, TicTac Support terminates on the same date.

4.4 TicTac Support cannot be purchased or renewed independently of the Agreement.

## **5. Opt-Out**

5.1 A Customer may opt out of TicTac Support by submitting an Opt-Out Notice to TicTac no later than ninety (90) days before the Customer's Renewal Date. If TicTac gives notice under clause 3.3 or 7.1 later than that date, the Customer may submit an Opt-Out Notice within fourteen (14) days of that notice, notwithstanding the preceding sentence.

5.2 The opt-out takes effect on the Renewal Date following receipt of the Opt-Out Notice. Until that date, the Customer continues to receive TicTac Support and, if applicable, remains liable for the TicTac Support fee for the current term.

5.3 Upon opt-out, the Customer reverts to Standard Support as described in the Service Description. The Agreement is not otherwise affected.

5.4 A Customer who has previously opted out of TicTac Support may re-activate it by contacting TicTac. Re-activation takes effect from the Customer's next Renewal Date and is subject to the then-current price and these Terms.

## **6. Limitation of Liability**

6.1 TicTac's liability in connection with TicTac Support is governed exclusively by the liability provisions in the Agreement.

6.2 TicTac Support does not create any additional warranty, guarantee, or service level commitment beyond what is described in the Service Description. The Service Description sets out the features and scope of TicTac Support on a qualitative basis and does not constitute a guarantee of specific performance levels, response times, or outcomes.

6.3 For the avoidance of doubt, TicTac's total aggregate liability under the Agreement is not increased by the Customer's purchase of TicTac Support.

## **7. Changes**

### **Changes to these Terms**

7.1 TicTac may amend these Terms by publishing a revised version on the Trust Center and notifying affected Customers in writing no later than thirty (30) days before the Customer's next Renewal Date.

7.2 Amended Terms take effect on the Customer's next Renewal Date following the notice. If a Customer does not accept the amended Terms, the Customer may opt out of TicTac Support in accordance with Section 5.

### **Changes to the Service Description**

7.3 TicTac may update the Service Description at any time by publishing a revised version at the Service Description URL. No prior notice to Customers is required for updates to the Service Description.

7.4 TicTac will not materially reduce the scope of TicTac Support during a Customer's current paid term. A material reduction means the removal of a feature category listed in the Service Description (e.g., the complete removal of the course audit or the TicTac Academy access). Adding features, adjusting schedules, or changing operational details (such as support hours or contact methods) does not constitute a material reduction.

## **8. Contact**

8.1 Opt-Out Notices and inquiries relating to TicTac Support should be directed to:

DACH: [articulate@tictaclearn.de](mailto:articulate@tictaclearn.de)

Nordics: [articulate@tictac.se](mailto:articulate@tictac.se)