



Support Terms

These **Support Terms** constitute Supplemental Terms to the Terms of Service (ToS) and apply solely where the Customer subscribes to Services for which Support Terms are included in an applicable Order Form.

1. Scope and Subject Matter

- 1.1 These Support Terms govern the provision of Support Services by MPMX for the Services subscribed to by Customer.
- 1.2 Support Services consist of Troubleshooting Services and General Support Services as defined in the ToS.
- 1.3 Support Services relate solely to the Services provided by MPMX. Support for third-party infrastructure, Customer-managed environments, or third-party software (including hosting environments, operating systems, networks, or Customer integrations) is not included unless expressly agreed in writing.
- 1.4 Where Services rely on Qlik Cloud infrastructure, service availability of such infrastructure depends on the operational availability of Qlik Cloud and related third-party hosting providers, which are outside MPMX's reasonable control.

2. Support Channels and Ticket Submission

2.1 Customer may request Support Services exclusively via:

- Service-Portal: <https://mehrwerk.net/support>
- Email: support@mpmx.com
- Phone: +49 721 9579462 66

2.2 Support requests by Customer must include at least:

- (i) a sufficiently detailed description of the issue enabling reproduction or technical analysis;
- (ii) contact details of a responsible technical contact;
- (iii) Customer's preliminary severity classification.

2.3 MPMX may request additional information reasonably necessary for diagnosis. Support processing begins only once sufficient information has been provided.

2.4 MPMX assigns the final severity classification at its reasonable discretion.

3. Severity Categories

- Severity 1 - Critical Incident
Complete unavailability of core productive Services without reasonable workaround.
- Severity 2 - Major Incident
Material impairment of productive use with limited workaround available.
- Severity 3 - Standard Request
All other incidents, configuration questions, or General Support requests.

4. Support Hours

- 4.1 Support Services are provided during Support Hours as defined in the ToS.
- 4.2 German public holidays and public holidays at MPMX's registered office are excluded.
- 4.3 Response Times run exclusively during Support Hours.
- 4.4 Requests submitted outside Support Hours are deemed received at the beginning of the next Support Hours period.

5. Initial Response Targets

5.1 MPMX will confirm receipt and begin analysis within:

- Severity 1: 4 (four) Support Hours
- Severity 2: 2 (two) Business Days
- Severity 3: 5 (five) Business Days

5.2 Response Times represent initial reaction targets only and not guaranteed resolution times.

5.3 Response times are not service level guarantees.

6. SaaS and Qlik Cloud Dependencies

6.1 For SaaS Services hosted by or relying on Qlik Cloud:

6.2 Service availability, outages, or performance degradation caused by Qlik Cloud infrastructure, internet connectivity, hyperscaler services, or other third-party dependencies are outside MPMX's direct operational control.

6.3 MPMX will use commercially reasonable efforts to coordinate incident handling with the relevant provider but does not guarantee resolution timelines for third-party incidents.

7. Customer Cooperation Duties

7.1 Customer must provide

- qualified technical contacts;
- grant necessary system access where required;
- provide logs and diagnostic information; and
- implement reasonable workaround instruction.

7.2 Failure to provide reasonable cooperation may suspend Response Times.

8. Included and Chargeable Support

8.1 Troubleshooting Services relating to defects of the Services are covered by the Fees agreed in the applicable Order Form.

8.2 General Support Services including (i) consulting; (ii) configuration assistance; (iii) data analysis support; (iv) training-like assistance; (v) custom investigations; and (vi) support for Customer-managed infrastructure may be charged on a time-and-materials basis at MPMX's then-current hourly rates unless otherwise agreed.

9. Travel and Expenses

Where on-site support is requested by Customer or technically required, Customer bears reasonable travel and accommodation expenses. Reasonable expenses include in particular (i) public transport 1st class; (ii) EUR 0.60 per kilometer for car travel; (iii) hotel costs for standard rooms up to EUR 175.00 net per night; and (iv) economy flights (under 5 hours) or business class (5+ hours).

10. Billing of Support Services

10.1 Chargeable Support Services and reimbursable expenses are invoiced monthly in arrears.

10.2 Invoices are payable within fourteen (14) days from invoice date unless otherwise agreed.

11. Support Limitations

MPMX is not responsible for (i) Customer data errors; (ii) Customer configuration mistakes; (iii) unsupported third-party integrations; (iv) failures of Customer infrastructure; (v) failures of Customer-managed hosting environments; and/or (vi) failures caused by Qlik Cloud or other third-party providers except to the extent mandatory law requires otherwise.

These Support Terms are effective as of the date of publication. Last updated: 01 May 2026.