

Service agreement Support portal

Introduction

Welcome to the Barcotec support portal! We look forward to providing you with the best possible support for all your needs. Transparency, reliability and partnership-based cooperation are particularly important to us. This agreement is intended to show you clearly and comprehensively how our service works and what services you can use.

Our goal is to be a reliable point of contact for you and to work with you to quickly find a good solution.

1. Scope of services

Barcotec offers comprehensive services in the areas of consulting, planning, commissioning, technical support, repairs, maintenance, as well as customised solutions and software adaptations. You can view the current status of our services at any time at www.barcotec.at/services .

We process every enquiry in a ticket with the utmost care and professional competence. Many issues can be resolved easily – and short queries of less than **15 minutes** are of course **free of charge** for you.

Goodwill policy: In special cases, services that would normally be subject to a charge may be provided free of charge as a gesture of goodwill. We will inform you of such cases in writing during ticket processing. Our aim is to always act fairly and in a solution-oriented manner.

2. Business hours & availability

Our service team is available on working days:

- **Monday to Thursday: 8:00 a.m. – 5:00 p.m.**
- **Friday: 8:00 a.m. – 12:30 p.m.**

We will respond to enquiries outside these hours as quickly as possible on the next working day.

3. Response times & service levels

Without an individual service level agreement (SLA), our response times are based on current team availability. We usually respond **within three working days**. We always endeavour to process your request as quickly as possible.

For special requirements, we are happy to agree on individual SLAs that include guaranteed response times and prioritised processing.

4. Costs, billing & transparency

4.1 Hourly rate and travel time

Our standard hourly rate is €167.30 plus VAT. Travel time is charged, but we always try to resolve your issue via remote support to keep effort and costs to a minimum.

4.2 Billing units

- The first **15 minutes** of each request are **free of charge**.
- After that, billing is in **15- or 30-minute units**.
- Related issues are not artificially separated so that billing remains fair for you.

4.3 Cost estimates and transparency

We want you to have control over your costs at all times:

- If the expected time required exceeds 1 hour, you will receive a **cost estimate** in advance.
- For larger projects, we will provide you with a detailed quote.
- If it becomes apparent during processing that the project will require more work than anticipated, we will inform you immediately – **you decide** whether we should continue.

4.4 Success-based billing

If a problem cannot be solved despite reasonable effort (and not, for example, due to a lack of cooperation), we will reduce the invoiced amount by **50%**. We want you to pay only for services that bring you real added value.

4.5 Invoice recipient

The invoice recipient is usually the customer themselves. Alternatively, another invoice recipient can be specified in the service portal (including the mandatory VAT number).

By submitting a ticket, you confirm that any costs may be charged to the specified invoice recipient in accordance with this service agreement may be charged to the specified invoice recipient.

5. Registration, term and validity

By registering on the service portal, you confirm that you are aware of this agreement. It applies to each active service ticket and ends automatically upon its completion, unless otherwise specified (e.g. in a valid SLA).

6. Cooperation & collaboration

To help us resolve your issue quickly and efficiently, it is very helpful if you:

- Describe faults or requirements as accurately as possible.
- Provide relevant information, access details or documents.
- Respond to queries promptly to avoid delays.
- Allow access to systems or devices if necessary.
- Ensure contact persons and suitable working conditions for on-site appointments.

We will, of course, assist you in compiling all the necessary information. If you are unsure what we need, we will be happy to help – just ask!

7. Ticket processing & ticket closure

- Once your issue has been resolved, we will update the ticket status and inform you via the portal and by email.
- After the status has **been** changed to "**resolved**", you have **3 working days** to ask questions or submit additional information.
- If we do not hear from you during this time, the ticket will be automatically closed.
- Closed tickets cannot be reopened. If further support is required, you can create a new ticket at any time.

8. Liability & Warranty

We are liable within the scope of the statutory provisions under Austrian law.
To minimise potential risks, we recommend creating backups before making critical system changes. If you have any questions, we will be happy to assist you.

9. Data protection & confidentiality

We treat your data confidentially and in accordance with the applicable data protection laws.

- Personal data required for invoicing purposes is stored for 7 years in accordance with legal requirements.
- Customers without invoicing can request the deletion of their data in writing at any time.

Further information on data protection can be found in our privacy policy at www.barcotec.at/datenschutzerklaerung .

10. Changes to the agreement

Should changes to this agreement become necessary, we will inform you at least **four weeks in advance** by email.
If you do not actively object to the changes, they shall be deemed accepted.

11. Final provisions

Should any individual provision become invalid, the remainder of the agreement shall remain valid.
The place of jurisdiction is the registered office of Barcotec – however, we always prefer a joint, solution-oriented clarification.

We look forward to a trusting and successful cooperation with you!

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