

## Scandit Software Support Plans

Where specified in each Order Form, the Support ordered will be provided according to the applicable Support level described in the table below.

Support	Basic	Medium	Premium
Performance Improvements	YES	YES	YES
Maintenance Updates	YES	YES	YES
Online Documentation	YES	YES	YES
Email Support	YES	YES	YES
Phone Support	NO	NO	YES
Support Times	9am – 5pm CET	9am – 5pm CET	24/5 (weekdays only)
Response Times	3 business days	2 business days	1 business day
Support for Old Releases	3 months	6 months	12 months