

## SUPPORT TERMS

- 1.1 Any terms that are not defined herein have the meaning indicated in the SEON Terms of Service.
- 1.2 SEON will provide Technical Support to Customer via both telephone and electronic mail on weekdays during the hours of 9:00 am through 5:00 pm Central European Time (CET), with the exclusion of National Holidays of Republic of Hungary (“Support Hours”).
- 1.3 Customer may initiate a helpdesk ticket during Support Hours by phone call or any time by emailing to SEON’s support email address.
- 1.4 SEON will use commercially reasonable efforts to respond to all Helpdesk tickets within one (1) business day