



Grayteq

Support Readiness Conditions for Grayteq Products and Services

■ Scope and Conditions of Support

- Unless otherwise stipulated for a specific support type elsewhere in this document, the support terms detailed herein govern the general end-user support requirements of Grayteq Data Security Solutions.
- Throughout the remainder of this document, "Manufacturer" or "Service Provider" shall refer to the current manufacturer and/or legal owner of Grayteq Data Security Solutions products, while the placeholder "Supported Party / Client" shall refer to the actual end-user recipient of the support readiness service and/or the organization or enterprise utilizing the supported Grayteq system.
- Support shall be construed as a support readiness service; therefore, any time frame purchased within the support quota for a given time interval but unused within that interval shall be deemed fulfilled on the final day of said time interval. Extending, rolling over, transferring, utilizing outside of the given time interval, or any claims related thereto shall not be deemed valid requests, and their rejection by the Manufacturer shall not constitute a breach of contract on the part of the Manufacturer.
- Support (hereinafter referred to as end-user support, support, support request, or support task) shall exclusively serve support requests related to the existing functionality of currently released, latest Grayteq Data Security Solutions products.
- Support shall be provided exclusively in the form of remote support work, for which the Supported Party must provide and maintain the necessary remote access configurations and permissions for the duration of the support.
- Effective November 1, 2025, for business and technological considerations, the Manufacturer has completely discontinued the provision of on-site support visits.

- If the Supported Party fails to meet, or only partially meets, the conditions for remote work or the identification/authorization requirements, the Service Provider shall be entitled to refuse the execution of the support task. A justified refusal or suspension for this reason shall not constitute a breach of contract by the Service Provider; however, this shall not affect the parties' statutory rights under the Civil Code in the event of unlawful or bad-faith conduct.
- If a given support task, consultation related to a support task, or meeting held on Microsoft Teams or another online platform is canceled after the commencement—or is not canceled at least 24 hours prior to the scheduled commencement—by or on behalf of the requesting organization, 0.5 days from the available support quota shall be accounted for as utilized.
- A condition for utilizing support is the Client's full acceptance of the provisions contained in this document.

■ **Abuse Prevention: Verification of Identity and Authorization of the Person Utilizing Support**

- During the utilization of the support service associated with Grayteq products, the Service Provider shall be entitled to verify whether the natural person submitting the support request is properly identifiable, and whether they possess the required authorization, mandate, professional competence, and—if justified by the nature of the case—appropriate security clearance to assess and fulfill the given support request.
- If the identity of the person submitting the support request, their relationship to the client or end-user, their representation or other procedural rights, or their access or security rights regarding the specific support case cannot be clearly established or verified by the Service Provider, the Service Provider shall be entitled to refuse the provision of support in whole or in part, or suspend the fulfillment of the support request until the necessary authorizations are duly verified.

- In the absence of proper verification of authorization, the Service Provider is not obliged to, and—with regard to the confidentiality of the information, its trade secret nature, security significance, or the protection of affected systems and data—is entitled to refuse, in particular:
 - the disclosure of technical information concerning the operation, configuration, security settings, or internal operational characteristics of Grayteq products;
 - any action that could adversely affect the secure operation of Grayteq products and/or components or render them inoperable, including but not limited to the disabling, removal, and/or restriction of the operation and functionality of any Grayteq product and/or component;
 - information regarding the unique configuration, security status, events, logs, incidents, or other protected information of the specific client, end-user, or system;
 - the disclosure of any legal, contractual, compliance, or other information whose disclosure, in the Service Provider's judgment, should only be made to a properly identified and authorized person; as well as
 - the provision of remote access, troubleshooting, configuration modification, or other technical support that could lead to unauthorized access, data disclosure, or security risks.
- To ensure the secure and compliant fulfillment of the support service, the Service Provider shall be entitled to contact a properly identifiable person directly at the client or end-user affected by the support request, whose required authorization, mandate, professional qualification or competence, and—if relevant—security clearance can be verified.

- The Service Provider shall initiate direct contact exclusively for the proper handling of the support request, the preservation of the security of affected systems and information, and the professional fulfillment of the support task. During contact, the Service Provider must observe applicable data protection and information security requirements, in particular the principles of purpose limitation, data minimization, confidentiality, and integrity.
- The verification of authorization and identity under this section shall not constitute the Service Provider's takeover or audit of the client's or end-user's internal access management, information security, or data protection system. The Service Provider shall solely examine whether the authorization of the person submitting the request can be reasonably established to the extent necessary to fulfill the specific support request.
- If the authorization or identifiability required to fulfill the support request cannot be verified, the Service Provider may refuse or suspend the fulfillment of the support request. This shall not affect the client's right to resubmit the support request via a properly identifiable and authorized person, nor to verify the necessary authorizations to the Service Provider, and under no circumstances shall it be interpreted as a violation of the support readiness offer and/or contract undertaken by the Service Provider, and thus shall not be considered non-performance and/or breach of contract by the Service Provider.
- The provisions of this section serve in particular to protect personal data, trade secrets, proprietary know-how, technical information, security data, system configurations, and other confidential information handled by the Service Provider or learned during the support service against unauthorized access or disclosure. The Service Provider is therefore entitled to refuse or restrict support in any case where providing the information or technical intervention without appropriate authorization verification would pose a data protection, information security, contractual, or trade secret protection risk of any scale.

■ **Scope of Support:**

- Support includes the servicing of the following tasks and requests:
 - Email-based and telephone advisory services regarding software settings and usage;
 - Remote assistance via secure internet connection (VPN or equivalent channel) as set forth in this document;
- Execution of system configuration tasks related to the Grayteq system;
 - execution of rule-creation tasks;
 - execution of rule modifications;
 - enforcement, removal, and deletion of rules;
- creation, modification, enforcement, exception-making, and removal of security policies and/or rules aimed at achieving a specific security objective;
- remote installation and removal of Grayteq clients on computers;
- assignment of licenses to computers installed with Grayteq;
 - answering compatibility questions and attempting to resolve such issues (depending on the severity of the compatibility issue and whether it can be resolved through the use of the Grayteq system or modification of its settings);

■ Exclusions from Support:

- Support does not include the servicing of the following tasks and requests; therefore, the Manufacturer cannot perform and assumes no obligation for requests aimed at these within the scope of support:
 - troubleshooting requiring development;
 - execution of tasks related to keeping the software up to date;
 - provisioning of new versions and their installation;
 - upgrade and downgrade tasks of existing versions and any additional tasks and consultations related thereto;
 - modification or supplementation of existing function(s);
 - development of new functions;
 - provision of basic, renewal, or supplementary training and examinations;
 - execution of support tasks related to the configuration, error, functional degradation, or compatibility problem of the runtime environment, network, operating system, or any third-party application.
- Tasks related to keeping the software up to date are covered by Grayteq Software Support.
- To utilize support, the Principal (or organization on whose behalf any Grayteq Data Security Solutions product or service is used, hereinafter referred to as Principal) must have at least one (1) official colleague on staff holding a Grayteq Data Security Expert examination certificate proving manufacturer Grayteq Data Security Solutions educational qualification.
- If, at the time of reporting a given support request, the Principal does not have at least one (1) employed colleague holding a Grayteq Data Security Expert examination certificate, the multipliers detailed below in this document shall be applied during the accounting of the given support request—taking into account the lack of Grayteq expertise on the Principal's side and the resulting support-provision difficulties.

■ **Accounting Order of Support:**

- Basis of support accounting: 0.5 expert days and integer multiples thereof;
- The commencement of any task provided for the Grayteq Data Security system or any of its components shall count as 0.5 expert days. Any activity belonging to the support tasks detailed in this document not exceeding 4 hours shall mean the utilization of 0.5 support days, regardless of the amount of time spent on it within 4 hours.
- If the time spent by the Manufacturer on any commenced or continued support activity, rule setup, modification, testing, system deployment, or fine-tuning for the given support task exceeds 4 hours, it shall automatically mean the utilization of 1 support day.

■ **Support Response Time:**

- Execution of the support task shall commence within a maximum of 72 hours following the reporting of the support request in one of the modes detailed below. An exception to this is when the reporting of the support request occurs on any official Hungarian public/banking/work-rest holiday, or if the 72 hours calculated from the reporting fall on one of these types of days. In such cases, the commencement of the execution of the support request shall be at 10:00 CET on the first business day following the expiry of the 72 hours.
- The deadline for completing the tasks requested during the support request or any troubleshooting and the support time investment may vary depending on the task, thus their preliminary determination is not possible.
- AA condition for providing support is unlimited, logged, secure remote access (preferably a VPN connection) provided by the Principal to the Manufacturer, and keeping it properly and functionally operational at all times is the duty of the Principal.

- An increase in manufacturer response time caused by the drop of remote access cannot be attributed to a breach of response time; however, the Manufacturer is obliged to notify the Principal's contact person in writing at the earliest opportunity upon detecting any failure/inoperability of the remote access. The moment of successful restoration of proper operation of the secure connection by the Principal shall be considered the starting moment of the 72 hours available to the Manufacturer for commencing the given support task.
- During the reporting of a support request, the Principal has the option to label the support request as "URGENT", which can be indicated by placing the word "URGENT" in the subject line of the email reporting the support request.
- In the event of reporting a support request labeled as "URGENT", the Manufacturer's response time—normally 72 hours—is modified to 24 hours, while during the time accounting of support services labeled in this manner—in addition to the time multipliers detailed in this document—an additional twofold (2X) time multiplier shall be automatically applied.
- Based on the above, any service provided based on a support request labeled "URGENT" shall mean the utilization of a minimum of one (1) support day.
- In the absence of the "URGENT" label, the Manufacturer shall treat the given support request as a general request and handle it according to the provisions pertaining thereto.

■ Hours of Availability of Support:

- Excluding official public holidays, banking holidays, and work-rest days, coverage is provided during manufacturer support hours on weekdays between 09:00 and 16:00 (CET). Upon special request, it is also possible to utilize support provided on weekends and at times other than the above, in which case the multiples of time spent on support detailed below shall be billed.
- When accounting for time utilized for support, the following multipliers shall apply when executing support tasks outside normal daily working hours (weekdays 09:00–16:00 CET, Friday 09:00–13:00 CET):
 - In the presence of at least 1 Grayteq Data Security Expert specialist on the Principal's side:
 - Outside working hours (16:01–20:00 CET or 13:01–20:00 CET): One and a half times (1.5X);
 - Weekends and public holidays: Twice (2X);
 - Nighttime on weekdays, weekends, and public holidays (20:01–08:59 CET): Three times (3X);
 - In the absence of at least 1 Grayteq Data Security Expert specialist on the Principal's side:
 - Outside working hours (16:01–20:00 CET or 13:01–20:00 CET): Twice (2X);
 - Weekends and public holidays: Two and a half times (2.5X);
 - Nighttime on weekdays, weekends, and public holidays (20:01–08:59 CET): Three and a half times (3.5X);

■ Modes of Reporting a Support Request:

- Reporting a support request is restricted to the contact person designated in the Grayteq implementation/support contract (or, in the absence of a contract, detailed in the following point). The Manufacturer shall not consider reports from other non-authorized contact persons as official reports and shall ignore them as such.
- If the procurement or current renewal of the Grayteq Data Security system took place through a third party other than the Principal (whether a natural or legal person), the official contact person shall mean the designated contact person of the person or organization that directly ordered the system or current renewal from the Manufacturer.
- Reporting a new support request:
 - by sending an email to support@grayteq.com , in which case the duration of effort shall be calculated starting from the receipt of the email by the Manufacturer;
 - a reporting into the ticketing system operated behind the support@grayteq.com email address provided by the Manufacturer. In this case, the moment of support commencement shall be the sending time of the acknowledgment email containing a ticket number and confirming receipt of the request generated by the ticketing system. In the event of potential unavailability of this ticketing system, request reporting may take place as detailed in the previous point.
- Reporting a request to an open support ticket:
 - The number of the previously opened support ticket must be sent to the Manufacturer in a clearly identifiable manner by specifying it in the subject line of the email sent to a support@grayteq.com in the format expected by the ticketing system (support ticket number enclosed in square brackets) in order to ensure that the tasks and activities contained in the ticket can be clearly tracked and the time quota spent on support tasks performed in the given ticket can be monitored. The number of the previously opened support

ticket must be sent to the Manufacturer in a clearly identifiable manner by specifying it in the subject line of the email sent to support@grayteq.com in the format expected by the ticketing system (support ticket number enclosed in square brackets) in order to ensure that the tasks and activities contained in the ticket can be clearly tracked and the time quota spent on support tasks performed in the given ticket can be monitored.

- Reporting a support request by other means (phone, fax, postal mail, etc.) shall not be considered a support request, and the Manufacturer shall not provide support for it.
- Utilization of support service—for both general and "URGENT" requests—is not possible during the periods of manufacturer work breaks officially published on its website (<https://www.grayteq.com>).
- Support requests reported by the Principal during these intervals shall have their manufacturer response time start at 10:00 CET on the day of the opening date indicated on the aforementioned website.

■ **Closing of Support Tickets and Requests:**

- If no reaction is received from the Principal to a support request within 48 hours from the time of sending the response sent by the Manufacturer, the Manufacturer shall consider the given support request closed and shall close the respective ticket.

■ **Method of Support Accounting:**

- Accounting for a given support task by the Manufacturer to the Principal is performed by sending a work sheet/protocol via email detailing the workflows performed during the given support task and their time requirement.

■ **Review and Objection:**

- The Principal shall have the right to review and object regarding everything described in the accounting, the ultimate deadline for which shall be 72 hours from the moment of sending the summary (Work Sheet/Protocol) by the Manufacturer to the Principal. The Manufacturer shall not accept reviews and objections sent after this deadline; thus, in the absence of a review or objection or if sent past the deadline, it shall consider what is described in the support summary as accepted and shall not grant further review or objection regarding them.

■ **Notification:**

- Upon utilizing at least 80% of the manufacturer support, the Manufacturer may notify the Principal via email regarding the remaining portion of the support time quota, thereby providing an opportunity to expand the support time quota through purchase.

■ **Document Availability:**

- The currently effective version of the Grayteq Support Readiness Conditions document is available on the Manufacturer's official website (<https://www.grayteq.com>).
- This document is available at the URL:
<https://www.grayteq.com/downloads/support/in-force/grayteq-support-readiness-conditions-en-08132026.pdf>

■ Document Entry into Force:

- The currently effective version of the End-User Support Conditions is available on the Manufacturer's official website. The Service Provider reserves the right to unilaterally modify these conditions, notifying the Principal thereof via email at least 15 (fifteen) days prior to the entry into force. Modifications shall not adversely affect already concluded and existing support quotas or ongoing support tasks. These conditions shall enter into force on the 72nd hour following publication on the website, unless an individual contract concluded with the Principal provides otherwise.

Contact:
info@grayteq.com

Support:
support@grayteq.com

For the availability of our
distributors and resellers, please
contact us!

Your Grayteq Partner:

The Grayteq name, logo, Grayteq DLP, and other Grayteq products named in this document are trademarks or registered trademarks of their respective legal owners in the United States and/or other countries. Other names may be trademarks of their respective legal owners.

We reserve the right to change the published information without prior notice. Errors and omissions excepted.

Copyright © 2026.
All Rights Reserved.