



STANDARD SUPPORT CONDITIONS

2026-08-12 | v4.1

Table of Contents

1 Introduction 3

2 The essentials in brief..... 4

3 Support workflow..... 5

4 Support models 6

5 General definitions, terms and conditions..... 7

5.1 Efforts..... 7

5.2 Rates, invoicing and termination 7

1 Introduction

This document specifies the generic conditions for retrieving support services and efforts by STACKFORCE.

By ordering a support model (please refer to section 4) resp. by signing another contract with STACKFORCE that includes a support model, **the customer agrees with all conditions specified in this document**, unless stated differently in the related quotation resp. contract.

Support by STACKFORCE...

...is not limited to advice services. It might also include:

- small programming
- testing
- debugging
- training
- ...



2 The essentials in brief



General **point of contact** for all support-related requests:
support@stackforce.com.



Documentation and **tracking** of support requests within a STACKFORCE internal ticket system.



Initial support proposal¹ within **two business days**² against remuneration of effort up to two person-hours³.



Support provision via **phone**, **web-conferences**, or **e-mail** during STACKFORCE business hours⁴.
(Personal meetings and business trips are not envisaged in general but could be offered separately.)



Assignment of one **engineer** being responsible for the thoroughly execution

¹ STACKFORCE may reject the processing of support requests that exceed an effort of three person-days per month

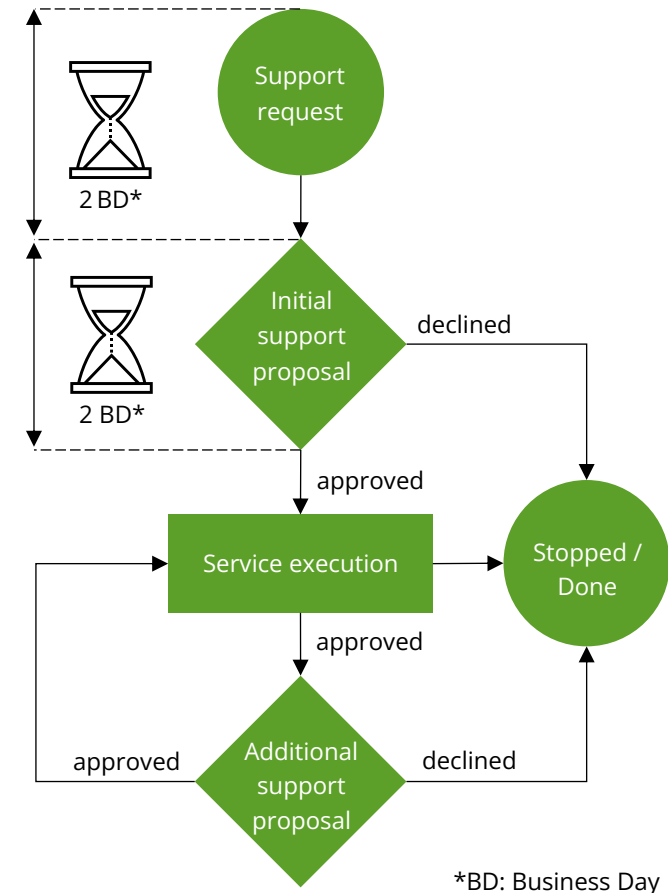
² The reaction time may vary depending on the specific agreement (e.g. Flexible Support, license package) and is defined in the corresponding documents / quotation.

³ The customer accepts up to two person-hours of effort at STACKFORCE according to the current standard rates per request by default without the need for approval.

⁴ STACKFORCE business hours are specified in STACKFORCE's "[General Terms and Conditions](#)" document, which is available on our website stackforce.com.

3 Support workflow

1. During normal business hours, STACKFORCE receives a support request from an authorized person at the customer.
2. Within two business days after the receipt, STACKFORCE will assess the request and provide first feedback including an **effort estimation** and a **service period** for the support, possible at the time of the feedback.
For this first evaluation per request, the customer accepts remuneration up to two person-hours of effort according to the current standard rates without the need for approval.
3. Based on feedback and effort estimation, the customer will decide within two business days⁵:
 - a. Approved: STACKFORCE will provide support within the confirmed service period.
 - b. Declined: The support request will be rejected and closed immediately (Up to two person-hours will be charged to the budget though for first evaluation as mentioned above).
4. Should STACKFORCE encounter unforeseen problems making it impossible to stay within the originally approved budget, STACKFORCE will notify the customer immediately⁶. Based on this updated effort estimation, the customer will decide:
 - a. Approved: The customer accepts the updated overall effort estimation and STACKFORCE continues with the processing of the support request.
 - b. Declined: Processing of the support case is discontinued, and the resources already expended are charged to the budget.



⁵ If the customer approves later than two business days after the initial support proposal, STACKFORCE may refuse support or propose a new service period.

⁶ STACKFORCE may decline or postpone the further processing of a support request that has already been approved by the customer if an updated effort estimation results in a total effort exceeding three person-days for that request.

4 Support models

	Pre-Paid Support	Flexible Support (Stack customers)	Flexible Support (No active license contract)
Billing Method	Pre-Paid	Monthly billing of support services rendered	Monthly billing of support services rendered
Billing	In hours, tracked in 15-minutes increments. Minimum purchase is 8 hours (1 PD)	In hours, tracked in 15-minutes increments.	In hours, tracked in 15-minutes increments.
Initial validity	< 5PD: 6 months > 5PD: 12 months	12 months	3 months
Expiration	When budget is used or validity expires	No obligation after validity	No obligation after validity
Continuation	n/a	Automatic 3-month extension, unless terminated	Automatic 1-month extension, unless terminated
Termination	n/a	3 months' notice to months end	1 months' notice to months end
Response Time	Within 2 business days	Within 2 business days	Within 5 business days
Initial Assessment	Up to 2 hours without approval	Up to 2 hours without approval	Up to 2 hours without approval

5 General definitions, terms and conditions

5.1 Efforts

...are described as:

1. **Person-hours (PH)**
corresponding to 60 minutes of effort
2. **Person-days (PD)**
corresponding to eight PH
3. **Person-weeks (PW)**
corresponding to five PD
4. **Person-months (PM)**
corresponding to four PW

All efforts will be tracked with a resolution of 15 person-minutes (0,25 person-hours).

5.2 Rates, invoicing and termination

- All efforts will be charged according to the current standard rates, if not stated differently at the related quotation.
- Taxes may be added according to the legal conditions.
- Non-acceptance must be declared within 14 days, otherwise invoice will be accepted implicitly.
- All cancellation, adaptation or extensions of the conditions for providing support shall be in writing.



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STACKFORCE reserves the right to revise this document and to make changes to its contents at any time without prior notice.