

GENERAL SUPPORT SERVICE DESCRIPTION

Version 2025-10-01

This document forms part of the Master Service Agreement (“**MSA**”) and is incorporated by reference.

Z33 Support

Z33 offers a range of support options to ensure that our customers receive timely and effective assistance when they need it. Here are some of the support options that Z33 offers:

1. **Technical support:** Z33 offers technical support for our products and services, including but not limited to phone, chat and email (fees apply). We assist in English and in French with any technical issues that customers may experience.
2. **Professional services:** Z33's Professional services offers expert assistance with installation, configuration, migration, deployment and optimization of our products and services (fees apply).

Remote Desktop Assistance Disclaimer

1. Technical support and remote assistance software

When you request technical support, Z33 may use a remote assistance software to help you resolve your issues.

When accepting remote technical support, you expressly agree to the following: You are authorizing Z33 to access your device in order to assist with your technical issue. The software will enable our support staff to see your screen – always with your expressed permission.

2. Data confidentiality

Z33 will only access or view your data as required to investigate a technical issue and assist with your request. We treat all your data in strict confidence.

3. Important considerations

Before granting us remote access to your computer and throughout the remote assistance session, it is your responsibility to ensure that: a) You close all files or pages that contain confidential or personal information and b) You have a backup of your data and applications. You are responsible for your data security.

4. Liability disclaimer

Z33 will endeavor to resolve the technical issue; however, we cannot guarantee nor warrant that the technical support will meet your needs and requirements. We do not warrant that the technical support will be fit for purposes or free of errors. Z33 cannot be held responsible for damage or loss of data or functionality of the equipment. Likewise, while every reasonable effort will be made to prevent physical damage your device, Z33 cannot be held liable for any damage or loss of data resulting from the remote assistance session. As such, we strongly advise you to backup all data and system files before asking for remote technical assistance. This limitation of liability is in addition to the limitation of liability in the MSA.