

**SERVICES**  
**PROVIDED FOR DEFENSELAYERS SOFTWARE**  
**ATTACHMENT NO 1 TO THE TERMS OF SERVICE**

Capitalised words retain the meaning assigned to them in the Terms of Service.

1. After concluding an Order, the Client shall be granted access to the Software along with the Software Documentation through the Defenselayers Portal.
2. As a part of the Fee paid by the Client, during the Order Term, Defenselayers undertakes to provide the following services as related to the Software elements defined in the order:
  - a. Monitoring and cybernetic safety analysis of the Software in terms of new vulnerabilities;
  - b. Informing the Client of any new vulnerabilities relating to the Software that may be uncovered;
  - c. Immediate development of new Software versions with the vulnerability patched;
  - d. Notifying the Client about the release of a new version of the Software;
  - e. Providing technical support for the Software.
3. The notifications referred to in points 2.a and 2.c shall be made by electronic means of communication as indicated in Client Data.
4. Within the offered technical support established in point 2.e, Defenselayers shall provide explanations, tips and tricks in relation to the installation and use of the Software within 3 working days of a Client's query sent to *support@defenselayers.com*.
5. The Client's query as described in point 4 must include the Client's identifier and name, the name of the element of the Software the query is related to and a description of the issue the Client is referring to Defenselayers..