



Double Digit Software – Support & Maintenance Plans

(All prices exclude 21% VAT and any other applicable local government tariffs)

Scope

These Support and Maintenance contracts cover **Collection Publisher** and **Collection Manager** open-source software, as published by Double Digit BV.

Feature / Service	Bronze (150€ / mo)	Silver (300€ / mo)	Gold (600€ / mo)	Platinum (800€ / mo)
Updates (minor & major releases)	✓	✓	✓	✓
Bug fixes (current supported release)	✓	✓	✓	✓
Email support	✓	✓	✓	✓
Telephone support	-	✓	✓	✓
Remote access support (via secure connection)	-	✓	✓	✓
On-site support (1× per year, up to 1 working day; travel not included)	-	-	✓	✓
Product board member (vote on future features)	-	-	✓	✓
Adlib application & user support (within integration scope)	-	-	-	✓
Discount on standard hourly rates (for additional billable services)	-	-	-	30%
SLA – initial response time (business hours)	3 business days	2 business days	1 business day	Same business day

Service Hours

Support is provided during regular business hours (09:00–17:00 CET, Monday to Friday, excluding Dutch public holidays). Extended coverage is available upon request at additional cost.

Definitions

- *Software updates* include both bugfix releases and feature upgrades for the supported products.
- *Bug fixes* apply to the current supported release; fixes for older versions may require an upgrade.
- *Remote access support* is provided via a secure connection (e.g., VPN, TeamViewer, or mutually agreed tool).
- *On-site support* includes up to one working day; additional days and travel expenses are billed separately.
- *Adlib application & user support* is limited to use in conjunction with the supported products.
- *Discount on standard hourly rates* applies to additional billable services not included in the contract (e.g., consultancy, configuration, custom development, extra on-site visits).
- *Invoicing* is carried out monthly in advance, or at another agreed frequency in advance, in consultation with the customer.
- *The contract term* is automatically extended monthly. The notice period for termination is one month.

Zaandam,
August 2025