

Enterprise Support Services Terms
Flower Labs GmbH

Annex 1 – Enterprise Support Services Terms

These Enterprise Support Services Terms apply in addition to the Terms of Service if You have subscribed for our support services as described in Section 1.2 through 1.5 of these terms ("**Support Services**").

1. Enterprise Support Services

1.1 The Customer has the option to select from the Basic, Standard, or Premium levels of Enterprise Support Services upon conclusion of the Agreement and for the Term of Agreement.

1.2 Community Support

1.2.1 Community Support includes the following: access to the Slack community support, the Flower Discuss forum, federated learning video tutorials, and comprehensive product documentation related to the Flower Framework, Flower Datasets, Flower Baselines, SDKs, and example projects.

1.2.2 Community Support is provided at no cost to the users of the Software and is available as-is without any warranties or guaranteed levels of service.

1.2.3 Community Support is subject to change without further notice at Flower Labs' sole discretion.

1.3 Basic Support

1.3.1 Basic Support includes all services of Community Support and in addition:

- a) a dedicated private Slack channel,
- b) email support, and
- c) a virtual onboarding session of up to two (2) hours ("**Onboarding Session**").

1.3.2 Flower Labs agrees to conduct the Onboarding Session once the Customer has:

- a) scheduled in advance the Onboarding Session with Flower Labs, and
- b) provided all necessary information and cooperated with Flower Labs as required to facilitate the onboarding process.

1.4 Standard Support

1.4.1 Standard Support includes all services of Basic Support and in addition:

- a) prioritized email support,
- b) on-demand video call support of up to five 30-minute slots per month ("**On-Demand Calls**"), and
- c) one monthly video call of up to one (1) hour with Flower Labs maintainers including architecture review, feature discussions, and code reviews ("**Monthly Calls**").

1.4.2 The Customer must schedule On-Demand Calls at least one (1) Business Day in advance and Monthly Calls at least three (3) Business Days in advance, following any scheduling policies provided by Flower Labs.

1.4.3 The Customer may request access to tailored workshop days, subject to additional charges and availability. Prices and scheduling for workshops are provided on demand and are not included in the Standard Support package fee.

1.5 **Premium Support**

1.5.1 Premium Support includes all services of Standard Support and in addition:

- a) comprehensive training and onboarding sessions tailored to customer needs of 1-day (up to eight (8) hours),
- b) a dedicated technical account manager ("**TAM**"),
- c) VIP Hotline,
- d) severity-based VIP email support during Regular Business Hours,
- e) emergency contact for critical issues,
- f) quarterly business reviews (up to 2 hours) ("**Business Reviews**"),
- g) priority bug fixes and feature requests,
- h) early access to beta features, and
- i) discounts on tailored workshop days.

1.5.2 The Customer will be assigned a TAM to provide support during Regular Business Hours. Contact Details of the TAM will be provided upon conclusion of the Agreement. The TAM will conduct regular check-ins, strategic reviews, and provide guidance on best practices.

1.5.3 Customer will have access to the VIP hotline and VIP email support for prioritized telephone or email support during Regular Business Hours. Flower Labs ensures a response time for VIP email support of less than twelve (12) hours. Contact details of the VIP hotline and VIP email support will be provided upon conclusion of the Agreement.

1.5.4 Flower Labs will provide an emergency contact for critical issues that occur outside Regular Business Hours. Emergency contact will answer to the Customer with its best efforts. Contact details of the emergency contact will be provided upon conclusion of the Agreement.

1.5.5 At Flower Labs' free discretion, Flower Labs will handle Customer's bug fixes and feature requests with priority and provide early access to beta features when available.

1.5.6 Flower Labs agrees to conduct Business Reviews with the Customer, each session lasting up to two (2) hours, to discuss service performance, future needs, and strategic goals. Customer must schedule Business Reviews with Flower Labs at least one (1) week in advance.

- 1.5.7 The Customer will receive discounts on tailored workshop days, with prices and availability provided on demand. The discount is applicable only during the term of the Premium Support package.

2. Intellectual Property

- 2.1 All Intellectual Property Rights in and to the Support Services belong to and shall remain vested in Flower Labs or the relevant third-party owner.
- 2.2 Flower Labs hereby grants the Customer a non-exclusive, non-transferable and non-sublicensable, worldwide right to use the work results, to the extent that work results are subject to such rights, of the Support Services for an unlimited period for internal business purposes.