

## Terms and Conditions for Maintenance and Support **PointCab Nebula**

By acquiring a PointCab Nebula Licence you automatically receive a comprehensive maintenance and support package. This ensures that you always receive the latest version and that all functionalities are up to date.

### Maintenance & Updates

All PointCab Nebula updates are provided free of charge.

This includes:

- Updates in accordance with the technical specifications
- Implementation of new functions and tools
- Adaptations and improvements to the GUI (Graphical User Interface)
- Recording and possibly implementation of customer requests

### Support

Our support services for Nebula are free of charge for up to 2 hours per month (Freemium users excluded). Beyond that, our current support price list applies. The support includes:

- Software training for first-time users
- Support with screen sharing
- Automatic check for software updates
- Updates available online at any time
- Technical support levels 1-3 are available to you

Not included is the installation, configuration, and support for your cloud hosting or local cloud servers. Please use the support of the respective providers for this purpose.

### Other services during the validity period of your package

- 5% discount on accessories from our partner company Laserscanning Europe GmbH  
<http://shop.laserscanning-europe.com/>
- Priority service: all requests for services are handled with priority

### Customer hotline contact data

Our support employees can be reached from Monday to Friday from 9 AM to 4 PM (CET/CEST).

Hotline: +49(0)7153 92 95 93 0  
E-Mail: [support@pointcab-software.com](mailto:support@pointcab-software.com)