

Comarch Cloud computing models

	(SAAS) STANDARD CLOUD	(SAAS) ENTERPRISE CLOUD	(PAAS/IAAS) HOSTING - HARDWARE CLOUD
Performance	Always highest possible	Defined individually	Defined individually
Software updates	✔ Use always the latest release	Customer choice	Customer choice
Business continuity	✔ Comarch's responsibility	✔ Comarch's responsibility	✔ Comarch's responsibility
Initial system setup	✔ Comarch's responsibility	✔ Comarch's responsibility	✔ Comarch's responsibility
Operating system management	✔ Comarch's responsibility	✔ Comarch's responsibility	✔ Comarch's responsibility
Environment backup	✔ Comarch's responsibility	✔ Comarch's responsibility	✔ Comarch's responsibility
Networking and security	✔ Comarch's responsibility	✔ Comarch's responsibility	Customer/Partner
Database management	✔ Comarch's responsibility	Customer or Comarch (additional fee)	Customer or Comarch (additional fee)
Database backup	✔ Comarch's responsibility	Customer or Comarch (additional fee)	Customer or Comarch (additional fee)
System updates	✔ Comarch's responsibility	Customer/Partner	Customer/Partner
Hardware upgrade (RAM, HDD, etc.)	✔ Comarch's responsibility	Customizations for specific use types	Customizations for specific use types
System configurability	✔ Full	✔ Full	✔ Full

	(SAAS) STANDARD CLOUD	(SAAS) ENTERPRISE CLOUD	(PAAS/IAAS) HOSTING - HARDWARE CLOUD
Email assistance	✔ Unlimited	✔ Unlimited	Annual fee
Premium assistance (phone)	✔ Unlimited	✔ Unlimited	Annual fee
Payment model	✔ Single fixed amount (monthly or annual)	✔ Single fixed amount (monthly or annual)	✔ Single fixed amount (monthly or annual)
Fee depends on	Number of users/modules	Model-specific	Model-specific
Comarch ERP license and upgrade fee	✔ Included in subscription	✔ Included in subscription	Additional fee
Functional application upgrades (i.e. extensions)	Partial	✔ Full	✔ Full
Access to APIs	Partial	✔ Full	✔ Full
Ability do add third- -party applications	No	✔ Yes	✔ Yes

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Comarch Spółka Akcyjna, with its registered seat in Kraków at Aleja Jana Pawła II 39A, is entered in the National Court Register kept by the District Court for Kraków-Śródmieście in Kraków, the 11th Commercial Division of the National Court Register, under no. KRS 000057567. The share capital amounts to PLN 8,133,349.00 PLN. The share capital was fully paid. NIP 677-00-65-406

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