

# GoPro Product Definitions and Support Policy

In all Our Documentation, the following terms have the meaning as described to them below:

- 1.1. “Solutions” means the licensed software (GoPro Products, GoPro Assets, GoPro Service Offerings and GoPro Technology, as defined herein) under the Customer Agreement, updates of the software and the accompanying documentation.
- 1.2. “Defect” means any substantial deviation from the designed functionality and any deviations from commonly accepted standards for normal and correct operation of software, such as any instances in which the Software abnormally ceases functioning, produces incorrect or misleading information or erroneously interprets information given to it.
- 1.3. “Updates” means corrections and new developments which adapt the function of Solutions but do generally not pertain to changes to the design prerequisites. Updates can entail minor functional changes. Updates do generally not entail substantial changes to appearance and functional changes, which would call for staff (recurring) education or substantial changes being made to Custom solutions.
- 1.4. “New Releases” means corrections and new developments which enhance and add to the function of the Solutions and adapt them to changes that have been made to the design prerequisites. New Releases can entail functional changes or support to new editions of the Solutions and computer operating systems, or other 3<sup>rd</sup> party solutions which call for reconfiguration of certain aspects of the Solution. New Releases can entail substantial changes to appearance of and functional changes to Solutions, which may call for staff (recurring) education.
- 1.5. “New Versions” means Solutions that can be written in part or in whole based on older Solutions and entail substantial changes to technology and implementation, e.g. regarding hardware and system software, design or function. New Versions entail substantial changes to appearance and functional changes or fundamental changes to the user environment, computer operating systems or to the design environment of the Solution.
- 1.6. GoPro “Products” are standard GoPro Solutions, intended to address general requirements, that are usually used by all or many customers (hundreds or thousands of users). The development and maintenance of Products follows strict processes in accordance with Our development strategy and vision. We actively develop new functions for Products, conduct constant defect fixing and regularly prepare New Versions. New Updates of Products are usually made available with an interval of 1 – 3 months.
- 1.7. GoPro “Assets” are GoPro Solutions that are usually in use by a certain number of customers, and are intended to address requirements of a group of users, for example certain types of customers, country specific functions or extensions to GoPro Products that add to or adapt to functionality for certain groups of users, or add certain new functionality or different ways to work within GoPro Product. Assets are developed and maintained in accordance with Our development strategy and vision. GoPro may periodically send out Updates and fixes to Assets, but generally Assets are not under active ongoing development. New Releases are usually aligned with paid add-ons by customers.

- 1.8. “Service Offerings” are solutions offerings that are used by a number of end-users and are designed to solve specific business needs common to a group of end-users or certain territories or are add-ons that modify the functionality of Products in order to fulfil a specific need of a group of users. Service offerings are often existing offerings that are made available to customers as an alternative to custom developed solution. Service offerings sometimes requires certain additional development for each customer, but not always. GoPro Service offerings are not under active development, but development and updates are provided more on an ad-hock basis.
- 1.9. GoPro “Technology” is a pre-existing code, design, presentation and/or look-and-feel, that We have developed and is used as stand-alone or a part of Custom solutions, Service Offerings or Products. In some instances, Our Technology is based on certain code from Products, Assets or Service offering, Custom solutions, Deliverables, related or underlying technology, code, modifications or derivative work of the foregoing, including as they may incorporate Feedback. We license Technology to customers to use in accordance with our Customer Agreement, on an as-is form, but do not actively develop or update the Technology. All updates need to be specifically agreed on and paid for by customers.

Maintenance and service for additions and Custom solutions that GoPro has developed for individual customers is always subject to the terms and fees of each specific agreement. GoPro does not service or maintain additions and customisations developed by other parties, unless specifically requested and agreed on in each instance.

## Example

Following is a list of some Products, Assets, Service offerings and Technology from GoPro. GoPro may from time to time, move solutions between categories for example technology to Service offerings, once standardizations and volume of use justifies such moves.

Name or short description	Type
GoPro Foris	Product
GoPro Foris Contracts	Solution Asset
GoPro Foris Quality	Solution Asset
GoPro Foris Meeting	Solution Asset
Audit Logging	Functionality Asset
GoPro Self Service	Service Offering
GoPro Handover to the National Archives	Service Offering
GoPro Committee	Technology
GoPro Sharing	Technology
GoPro Digital Signature	Technology