Procedures and categorizations of Defects, service level policy, and release policy for updates and new versions of GoPro Products and Assets

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Definitions

For the intent and purpose of this document the terms defined herein shall have the following meanings:

Defect

A "Defect" shall mean any substantial deviation from the designed functionality of a software 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.

Workaround

A "Workaround" shall mean written instruction from GoPro that will allow the customer to avoid undesired consequences of a defect or use alternative ways to perform the action affected by the defect.

Beta Version

A "Beta Version" shall mean an early version of a New Version which contains a functionality not found in previous versions but has not been fully tested or certified by GoPro as a marketable Product. Accompanying documentation for such versions is, as well, not ready for certified publication.

Release Note

A "Release Note" is a written description of an upcoming release of a New Version, including but not limited to a description of the intended functionality, user interface and technical specification. Release Notes are provided for GoPro Products and in some instances for Assets and Service offerings.

The following applies to Products and Assets

General Availability Date

A "General Availability Date" shall mean the date on which a New Version is available and announced

Defect Classification

Defects and service requests are classified according to their severity. There are four severity classes:

Severity Code 1 = "Severe Defect"
A Sever Defect exists if: the Solution is entirely inaccessible and/or the defect compromises the security of <u>the entire</u> Solution

Severity Code 2 = "Major Defect"
A Major Defect exists if the defect prevents the use of key functionality used across a Solution and a Workaround does not exist.

Severity Code 3 = "Limited Defect"
A Minor Defect exists if the defect is limited to part of the Solution and in cases where a Workaround exists (even if the defect would otherwise be classified as a Major Defect).

Severity Code 4 = "Defect"
A Defect: a) has certain effects on the operations of a part of the Solution that would not fall under the categorizations of Severity 1-3, b) exists in cases where there is an inconsistency between documentation and the operations of a Solution, and c) exists when there is inconsistency between the visual appearance of the system or its terminology and the relevant documentation.

Severity Code 5 = "Improvements"
Suggested improvements to certain functionality or Solution operations, to align to rules, regulations, good business practice or improve usability are classified under severity Code 5. GoPro is under no obligation to produce or develop suggested new functions.

Process for addressing Defects

Input

the End User shall report the respective Defects on the GoPro website. Such report shall contain extensive information about the Solution, the environment as well as enough relevant information for GoPro to be able to reproduce and/or eliminate the defect or point to a Workaround, if such exists. Based on the report of the Defect, GoPro will categorize the defect and react in accordance with its severity.

In the event of a Severity 1 defect, the customer shall contact GoPro directly in order to activate the Severity 1 process.

Actions and output

When GoPro has received the Defect report, GoPro shall confirm receipt and will respond in accordance with the Service Level table below (SL table).

The repair time is the period in which GoPro will endeavour to develop a Workaround or provide a New Release of the respective GoPro Product. GoPro will use its reasonable best efforts to meet the Service targets (response and repair-time) in accordance with the SL table. The actual required response time depends on the defect severity.

Severity Code	Response Time	Repair-time	Delivery method
1	8 hours	Try to complete the repair within the next 48 hrs after confirmed receipt of Defect Report. GoPro will work until the Defect has been repaired.	New Release available at request when Defect has been repaired.
2	5 Days	GoPro will try to complete repair within the next 7 x 24 hrs after confirmed receipt of Defect Report.	New Release or Workaround available at request when Defect has been repaired or Workaround issued.
3	7 Days	Workaround updated within the next 14 x 24 hrs. after confirmed receipt of Defect Report.	Workaround available at request. New Release available at the next scheduled release
4	30 days	Repaired in next scheduled release	Next scheduled release
5		Improvement suggestions evaluated and prioritized for possible inclusion in later versions. If approved, such functions or additions will be included in relevant Release Notes	Defined Release

When available a New Release shall be made accessible to customers upon request.

Process of New Release

Actions and output

GoPro intends, but does not undertake, to issue one New Release per year. GoPro will consider all suggested new functions.

Delivery

GoPro Products are made available for the End User upon request on the General Availability Date in English only.