



# Pro-support Agreement

between

READ-COOP SCE  
ICT Technology Park Innsbruck  
Technikerstraße 21A  
6020 Innsbruck  
as **Contractor**

as **Customer**

## § 1. Subject of the Agreement

The Contractor undertakes to be available to the Customer as technical contact person in connection with the Transkribus handwritten text recognition platform. This platform is operated by the Contractor and provides the downloadable software “Transkribus Expert Client” and the Transkribus API. The Contractor is responsible for the hosting and the automated processing of the data. The Customer alone is responsible for the uploaded content and the manual processing unless otherwise agreed.

The Contractor is obliged to perform the following services under the following conditions:

- a) Operation of servers and provision of processing capacity for “Transkribus” in the form of “Transkribus Expert Client”, the Transkribus API and web interfaces produced by the Customer.
- b) Ongoing support and maintenance of servers and other infrastructure.
- c) Responding to user requests from the Customer: first response within 24 hours on business days, resolution of the potential problem as soon as possible. To make use of the support, use the e-mail address [prosupport@readcoop.eu](mailto:prosupport@readcoop.eu). This is reserved for Customers with a Pro-support Agreement; e-mails from unregistered e-mail addresses will be rejected.
- d) Service hours, during which contact persons of the Contractor are available to the Customer, are provided on business days between 9:00 a.m. and 5:00 p.m. CEST.
- e) If updates and adjustments should be necessary and require a temporary shutdown of the system, the Customer will be informed by the contact person at least three (3) working days in advance.
- f) Potential adjustments or changes that go beyond ensuring smooth operation and responding to user requests or surpass the initially expected effort are to be negotiated and settled separately on a case-by-case basis.

## § 2. General Terms and Conditions

Within the framework of this Agreement, the Customer expressly accepts the General Terms and Conditions of the Contractor, which are available at <https://readcoop.eu/terms-and-conditions/>.

## § 3. Duration and Termination of the Agreement

The Agreement is valid for one (1) year and will be automatically renewed for one (1) additional year, unless it is terminated in written form by one of the contracting parties at the latest four (4) weeks before the end of the Agreement.



A consensual termination of the Agreement is possible at any time.

A refund (even aliquot) due to unused services is not possible.

§ 4. Charges

The basic charge for this Pro-support Agreement is EUR 100 net per month, discounts for members of READ-COOP SCE apply. The accounts are settled on a monthly basis at the beginning of each month, starting from the conclusion of the Agreement.

Charges can be adjusted annually according to changes in the consumer price index as announced by Statistics Austria. The index of September 2020 serves as initial basis.

§ 5. Registered E-mail Addresses

The Customer must provide the Contractor with three e-mail addresses, which are then registered in order to receive e-mails by [prosupport@readcoop.eu](mailto:prosupport@readcoop.eu). Registration of any address (please report these to [office@readcoop.eu](mailto:office@readcoop.eu)) beyond these three addresses will increase the service charges by EUR 5 net per month. The adjustment conditions mentioned in § 4. also apply to this case.

§ 6. Place of Jurisdiction

The place of jurisdiction for all disputes arising from or in connection with this Agreement is Innsbruck.

§ 7. Side Agreements

Verbal side agreements do not exist. Any changes or additions and amendments to this Agreement must be made in writing to be valid.

§ 8. Issuing of the Agreement

This Agreement is signed by one party and then transmitted to the other as a scanned document. Both parties agree that a paper original is not required and that the digital version is considered sufficient. Qualified electronic signatures are also permitted.

For the Contractor:

Signature/Company Stamp: .....

Place, Date: .....

For the Customer:

Signature/Company Stamp: .....

Place, Date: .....