Product Specific Terms

Product	Cohesivo
Product description	Cohesivo CMS ("Cohesivo") is Ibexa's agentic content management and digital experience platform, and is the successor to and continuation of Ibexa DXP. Cohesivo provides content modelling, authoring, versioning and drafts, translation, workflow and approval, taxonomy and classification, digital asset management, Page Builder, Site Factory, product catalog and product information management, corporate accounts, webhooks, a customer data management, and agentic AI capabilities including the AI Assistant, AI Actions and a Model Context Protocol (MCP) server. Content and functionality are delivered through the administration interface and through programmatic interfaces including REST and MCP. Optional commerce transaction functionality (cart, checkout, order management, payment, shipping, discounts and storefront) is licensed separately as the Cohesivo Commerce SDK and is available only in the PaaS and on-premises delivery models.
Services provision	Software license
Version	2026 September

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ARTICLE 1. OBLIGATIONS OF THE CUSTOMER

1.1 INSTALLATION REQUIREMENTS

The Customer shall install and use the Product solely for its internal business purposes and for the duration of the Contract. Any reproduction or installation of the Product shall be strictly limited to what is necessary for such use.

The Customer shall:

i. only install and run the Product according to the limitations as specified in the Order Form or documentation;
ii. be entitled to develop Customer Developments but only if the Customer has agreed to subscribe to Services in accordance with this Contract and only for the duration of the Subscription. The Provider shall not be liable or otherwise have any responsibility for the Customer Developments or any use of them by the Customer or any third party ;
iii. be responsible for installation and configuration of the Product (unless and to the extent otherwise agreed in writing with the Provider);
iv. ensure that the Customer's Users are trained in the use of the Product to the level reasonably specified by the Provider;
v. be responsible for any breach of this Contract by the Customer's Users;
vi. obtain and maintain all necessary licences, consents and permissions necessary for the Provider, its contractors and agents to perform their obligations under this Contract;
vii. ensure that its network and systems comply with the relevant specifications provided by the Provider (i.e Documentation).

1.2 SERVICE PACKS

The Provider may from time to time make Service Packs available to the Customer. The Provider will use commercially reasonable efforts to ensure that no Service Pack adversely affects the then-existing features or functions of the Product. The Customer

shall install all Service Packs as soon as reasonably practicable after they are made available.

1.3 LICENCE AUDIT

The Customer shall keep during the term of this Contract and for three (3) years after its termination the records reasonably necessary to verify its compliance with the licence, including the relevant codebase, deployment information and records concerning the use, shutdown or removal of the Product.

The Provider, or an independent auditor appointed by the Provider, may, during normal business hours and upon no less than fourteen (14) days' prior written notice, inspect and audit such records and obtain reasonable assistance from the Customer, including access to relevant personnel.

1.4 EFFECTS OF TERMINATION

Upon termination or expiry of the Contract for any reason, the Customer shall cease all use of the Product and irretrievably delete, so far as technologically possible, all copies of the Product in its possession or control, including copies held by its Affiliates, contractors and hosting providers.

ARTICLE 2. FEES AND INVOICING

2.1 INVOICING

Unless otherwise stated in the Order Form, the Provider shall be entitled to invoice the fees for the Subscription annually in advance, as follows: (a) the fees for the first twelve (12) months of the Initial Service Term upon signature of the Order Form; and (b) thereafter, thirty (30) days before each anniversary of the Effective Date, the fees for the following twelve (12) months of the Initial Service Term or of the Renewal Service Term, as applicable.

ARTICLE 3. DEFINITIONS

API call: A single request made through the API to access, send, retrieve, or process data using the Product.

Seat: A single authorized user account that is permitted to access and use the Product under the Contract.

Content Objects: One item of content like an article, a folder, a picture, a product or a movie managed by Cohesivo in the content database. Describing attributes like author, title, subtitle etc. belong to a Content Object. A single Content Object can have different translations and versions. One and the same object can be used and displayed in several channels and contexts – i.e. one picture, used in different publications is still regarded as one Content Object.

Website: each live, public-facing website, web application, mobile app or other digital channel whose content is managed in or delivered by the Product.

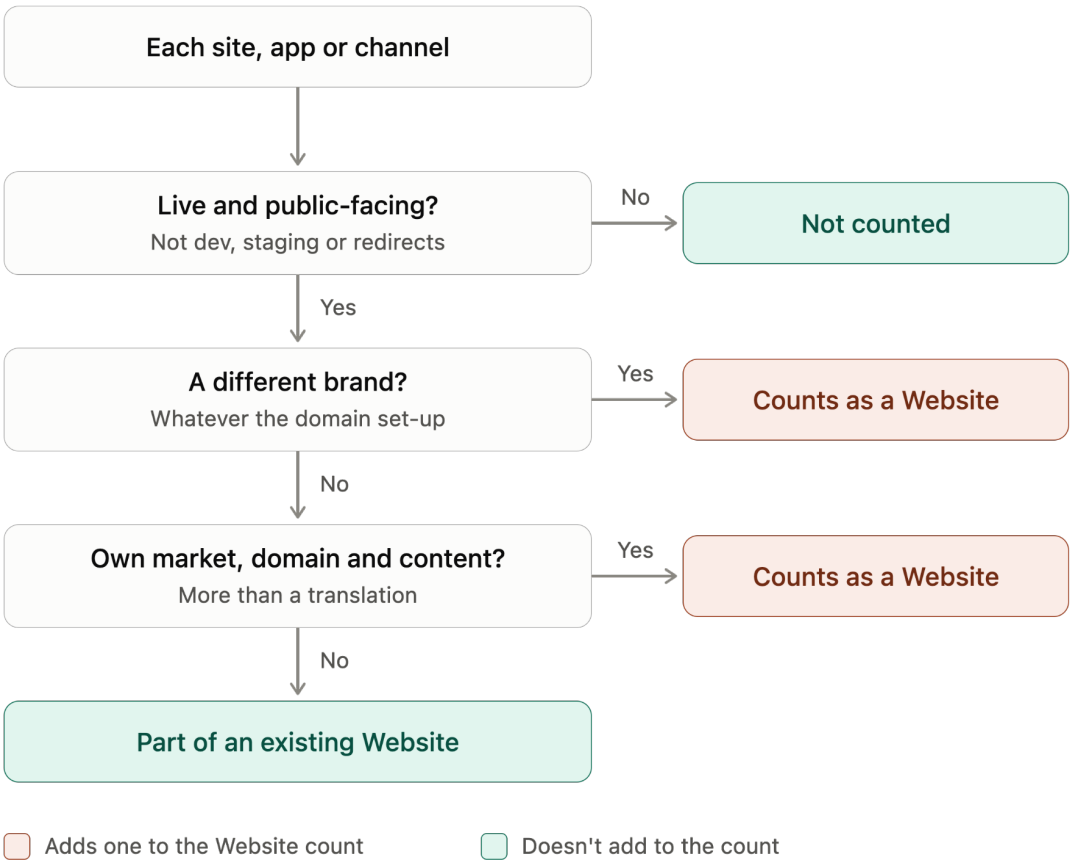
Websites are counted as follows:

a) each brand is a separate Website;

b) for the same brand, each geographic market with its own domain or subdomain and its own independently maintained content is a separate Website. Translations, localised versions and domain aliases of the same content are not;

c) an app or other channel using the Product's API is counted in the same way. If it shows the same brand and content as an existing Website, it is part of that Website;

d) the following are not counted: non-production environments (development, testing, staging, QA, preview), redirect-only domains, temporary campaign pages under an existing Website's brand and domain, and the Product's own administration interfaces and documentation.



Websites are counted by what is actually operated, not by technical set-up. Combining brands or markets in one domain, installation or frontend does not reduce the count. On the Provider's reasonable request, no more than once every twelve (12) months, the Customer shall confirm in writing the list of Websites it operates with the Product.

Customer Developments: Modifications to the Product and new applications relying on the Provider's application programming interface(s), which are developed by or on behalf of the Customer.

Production Purposes: An installation of the Product where it is in operation for its intended use by End Users.

Service Pack: A release of the Product that corrects faults, adds functionality or otherwise modifies the Product.

ARTICLE 4. SERVICE LEVEL AGREEMENT

4.1 MAINTENANCE

The maintenance services include

- Access to patch releases of Cohesivo Software that contain fixes and minor enhancements
- Access to security updates of Cohesivo Software fixing security issues

Both patch releases and security updates are published by Provider on the customer service portal and on the code repository of Cohesivo Software.

4.2 SUPPORT

The Support services include

- Advice on the use of Cohesivo Software,
- Advice on resolving issues with the Software configuration on the Customer installation,
- Assistance to qualify an error in the Customer installation,
- If due to an error in Cohesivo Software, coordination with the other teams at Provider to deliver either a hotfix for the customer or a patch release of Cohesivo Software that will solve the issue,
- Assistance of applying hotfixes and/or patch releases to the Customer installation

4.3 TASKS NOT INCLUDED IN OUR SERVICES

- Technical training
- Project consulting
- Support for customer solution
- Project management
- Implementation
- Planning and design

4.4 SUPPORT OF CUSTOMIZED SOLUTIONS

Provider does not offer direct support for customized solutions ("Customer Developments").

4.5 SERVICE EXCLUSIONS

The above obligations do not apply to suspension or termination of the operation of the Software due to the following circumstances:

- Planned maintenance downtime
- Factors outside of the reasonable control of Provider, or its contractors or sub-contractors, including but not limited to any force majeure event listed in this Agreement, internet access, or related problems beyond the software and server instances directly maintained by Provider, or its contractors or sub-contractors
- Problems resulting from any actions or inactions of Customer, including errant or problematic application code deployed into an environment
- Issues resulting from Customer's equipment, software or other technology and/or third-party equipment, software or other technology (other than third-party equipment directly maintained by Provider, or its contractors or sub-contractors)
- Issues arising from suspension and/or termination of Customer's right to use the Services in accordance with this Agreement
- Customer-caused unavailability such as missing content, errors caused by Customer's code or application configuration errors, or usage capacity in excess of the Customer's purchased amount

In any event, Provider reserves the right to interrupt some or all of the Services in order to perform a technical intervention, particularly in the case of defective operation, or to improve the operation, or to perform maintenance. If possible, Provider will give the Customer reasonable prior notice, indicating the date, type, and duration of the intervention, so that the Customer can make all the necessary arrangements.

4.6 SOFTWARE SERVICE LIFE

The duration of time during which these Services are available varies with each version of our software and is called "Service Life". There are three phases for a specific version of our software:

Phase	Service offered
From Release Month (RM) to End of Maintenance (EOM)	• Maintenance Services • Support Services if included in the subscription level
Between End of Maintenance (EOM) and End of Life (EOL)	• Reduced Maintenance Services, limited to security updates only. • Support Services if included in the subscription level, with the limitation that no maintenance patch releases or hot fixes will be issued.
After End of Life (EOL)	• No Support or Maintenance Services are offered after EOL

The specific dates for RM, EOM and EOL are maintained on the Service Portal, updated with each new release and can be found at: https://support.ibexa.co/Public/service-life.

4.7 SUPPORT SERVICE LEVELS

The table below describes available Support Service Levels and the corresponding SLA.

	Standard	Enterprise	Premium
Availability of support	Business hours of Ibexa Support Center*	Business hours of Ibexa Support Center*	24/7
Communication channels	Service Portal	Service Portal + Phone	Service Portal + Phone
Initial response	N/A	4 hours	1 hour

time**			

* Monday to Friday, 09:00–17:00 Central European Time, excluding public holidays.

** The initial response time is the maximum time elapsed from the time the ticket is registered in the Service Portal until a Product Support Engineer confirms receipt of the ticket.

4.8 COMPENSATION (SLA)

For every hour that Provider acknowledges to have exceeded the initial response time, Provider will credit Customer with 1% (one percent) of the fees paid for the relevant subscription service that month, limited to an amount not exceeding 30% (thirty percent) of Customer's total monthly subscription fee.

The credit will be deducted from the Customer's next subscription invoice. If the failure to meet the agreed service levels is caused by software or circumstances that Provider is not responsible for, Provider shall have no obligation to pay compensation, and Provider shall have the right to charge for any support services requested by the Customer.

4.9 SUPPORT CHANNELS

Customer should direct its support requests via the available channels specified below:

- via our online Customer Portal at requests.support.ibexa.co – you can open new tickets in using "Support Request" button in "Cohesivo Product Support"
- via our phone hotline as follows given that you subscribed to a level of services that include phone support:

Region	Phone number
France	+33 (0) 805-080022
Germany	+49 (0) 800 182 6951
Norway	+47 800 17 020
USA	+1 888 414 8676
United Kingdom	+44 (0) 808 189 0464

Poland	+48 22 335 28 06
International	+1 929 344 3576

Support requests sent by e-mail are not covered by any SLA and should be avoided.

If a support request includes several queries or incidents, several tickets may be opened as a result, and each of them may follow its own resolution process.

4.10 PROBLEM RESOLUTION PROCESS

4.10.1 Assistance by the Customer

The Customer shall assist during the problem-resolution process by responding to inquiries from Provider without delay. If there is no response for more than 2 weeks (two weeks), the request for support will be deemed to be resolved and then will be closed.

4.10.2 Designated support contacts

It is the Customer's responsibility to name individuals who are qualified Cohesivo Developers as your main contacts for the on-going support by Provider. The Cohesivo Developer qualification requires that the persons have passed the Cohesivo Developer certification exam for eZ Platform, Ibexa DXP or Cohesivo.

These individuals are referred to as "Designated Support Contacts" and shall be available to be contacted by Ibexa Support Team as deemed necessary.

It is the Customer's responsibility to ensure that appropriate individuals are registered on the Service Portal as its Designated Support Contacts in order to receive Support Services.

4.10.3 When is a problem deemed resolved?

A problem is deemed as resolved in the following cases:

- Prompt restoration of the operation of the Software by:
    - Report of a workaround: A workaround that restores Customer's ability to work by circumvention;
    - Supply of a hotfix;

    - The recommendation to update the components of a third-party product.
- Correction of error by supply of a patch or as part of a maintenance release and/or security update.
- An update of the Software documentation specifying a resolution or correct use.
- If resolution of the support request requires new functionality available in a newer version, an upgrade of the software is recommended, on Customer's expense.
- If the problem is deemed as an enhancement or feature request, the forwarding of the request to our product management team.

Where the solution is temporary (i.e. a workaround or hot fix), the issue will continue to be handled by Provider until a correction is supplied within the framework of general maintenance (i.e. security update or maintenance releases). After the supply of a temporary solution, the urgency of the problem may be reduced accordingly if appropriate.

4.10.4 Hot fix (patch) distribution

If the Software suffers from bugs (errors), Provider may at its sole discretion provide hot fixes (patches) without undue delay before it is distributed to all Customers via maintenance releases and/or security updates.

4.10.5 Security update distribution

Security issues will be announced publicly after the security update and corresponding maintenance release have been made available to all Customers.

4.10.6 Service limitation

Provider will not provide Services or fixes, nor assume any liability under this Agreement in the event of the following:

- If the investigation reveals that the cause of the problem is Customer's failure to meet the Software requirements, changes to the Software that were not provided as official patches or maintenance releases, or misapplication of Software. The requirements for each release of the software can be found in Provider's online documentation at https://developers.ibexa.co/documentation-center.

- If the software is experiencing issues that are caused by undersized hardware or network resources, or failure by Customer to set up third party applications to assist the Customer Installation to handle the load.
- The reported software error cannot be reproduced by Provider on the same version of the Software with all official patches and maintenance releases installed.
- If the conclusion of an investigation of an issue shows that the source of the error is corrupted data or data model on the Customer's side, and such error cannot be linked to an error in the Software.
- Incompatible hardware that may be necessary to use the Software.
- Web browser incompatibilities that can lead to adjustments in Software requirements:
    - Errors caused by incompatibility with newer browsers than the Software was originally made and tested on as described in software requirements.
    - Error caused by incompatibility with older browser versions that cannot be supported anymore as a side effect of fixes to the software itself, and/or difficulties continuing to support the given browser version.
- Errors caused by any event beyond Provider's control.

4.10.7 Escalation of support requests

Provider will always strive to meet Customer's service level expectations and to do so in a timely manner. However, if Customer for any reason is not satisfied with this effort, the following escalation procedure can be used:

1. First, please consider the details and current status of the support request by reviewing the following:
    a. Is the problem and its business impact correctly described?
    b. Is there a workaround available, and is it practical or appropriate for the request?
    c. Has the Customer checked the documentation and Service Portal for a solution?
2. Then please call the support hotline and state the support request reference number, and the reason why the current status is not satisfactory.

Please be advised that Customer may, instead of requesting an escalation, request a severity increase. This may be practical, in case the request did not originally include a description of the business impact or if the business impact has changed.

4.10.8 Additional training

As the Support Services do not include training of the Designated Support Contacts, Provider may, at its sole discretion, request a designated person who Provider deems to have an insufficient skill level, to complete training at the required level.

4.11 NO RESOLUTION GUARANTEE FOR ANY PRODUCT

Resolution time is the duration between ticket submission to the point at which such ticket is marked “resolved” in accordance with the above guidelines. Due to the variety of potential issues, resolution or resolution times are not fixed nor guaranteed in any way for any of our Software or Services. Our support and maintenance services are always delivered on a commercially reasonable effort basis.