

Customer Communication Policy

Effective Date: February 16th, 2017

Initial Considerations

Intratec extracts the best of communication technologies, which affords us the ability to (i) provide pre-sales support and technical support related to products sold through Intratec website and (ii) conduct services remotely, without prejudice for service development/monitoring.

At the same time, Intratec prioritizes transparency when dealing with customers, suppliers or other business partners. Our relationships with these third parties must be fair, positive and productive, always based on mutual trust and respect.

It is presented below Intratec guidelines for customer communications.

Pre-sales Support

For attending customers with specific doubts related to Intratec offerings, Intratec has a dedicated sales team, able to answer questions through the email sales@intratec.us. Only qualified inquiries will receive consideration and follow-up. Appropriate questions will be answered by Intratec sales team via email, within 3 business days.

In addition, Intratec sales team provides pre-sales support through an online chat available at Intratec website, which allows a more dynamic contact with customers.

Limitations on Pre-sales Support. While Intratec cherishes mutual respect and transparency when dealing with its customers, Intratec reserves the right to not provide pre-sales support to any person exhibiting a conduct which is unreasonable and/or unacceptable, making a mutually profitable partnership impossible. Such unreasonable and/or unacceptable conduct may be characterized by any of the following:

- Requests for Intratec reports and/or data, in whole or in part, for free
- Requests for additional discounts, other than stipulated by Intratec's discount policy
- Requests for receiving Intratec reports and/or data, in whole or in part, before the delivery date
- Extensive emails exchange, with redundant and/or repetitive questions
- Disrespectful emails/chat contacts

Technical Support

Intratec provides technical support for customers who purchased reports and/or data, available at Intratec website, depending on the version (in case of reports) and on the subscription plan (in case of data). The support will refer exclusively to the product purchased, and will be provided as follows:

- Responses provided exclusively via email
- Responses provided by Intratec support team in 3 business days
- Available for 14 days after report delivery

Remote Services

Information Exchange

In compliance with our 'Code of Ethics & Business Conduct', Intratec policy is to communicate with customers who ordered a service only in written form. Written communication not only ensures a transparent and auditable relationship between our team and the customer, but also has innumerable advantages:

- Is more objective, making information exchange more productive
- Provides reduced ambiguity, leaving less room for misunderstandings
- Provides a permanent record of the information exchanged to all parties involved, allowing ease recapitulation of:
 - Agreed deadlines
 - Changes in service course of action (common in this kind of service)
 - Service critical decisions

Accordingly, Intratec teams in charge of single-client services will establish an appropriate communication schedule with customers via email and chat, allowing cutting direct costs (unnecessary and costly travel-related expenses) and indirect costs (Intratec and customers focus time and resources on their respective core activities).

In specific services with budget superior than USD 50,000 and in which the service scope cannot be fully defined a priori, Intratec may, exceptionally, execute video conference(s) with customers via apps (e.g. Skype) during service development. Such video conferences will only be held after the respective kick-off meeting, which will be carried out via chat.

Documents Sharing

Intratec uses a web tool for the secure sharing of service documents with customers. This easy-to-use system requires no software installation and is suitable for storing, sharing and managing digital files used / developed in Intratec services.

Customer should provide contact information (name and email) of the members who will have access to the service deliverables.

To access the service files, the customer should visit Intratec's website (www.intratec.us), and click on the Login link in the top bar menu, and enter account's email and password. When logged in the system, the customer will be able to access all documents developed during the service.

Only authorized personnel have access to shared files.

Confidentiality

Intratec understands and respects customer's concerns about strategic, proprietary data and information. In fact, confidentiality is key to all the work performed by Intratec team. In this context, Intratec team develops services based primarily on its own data, and does not request confidential information from customers.