

### 1. What is the Glass Thickness Calculator (GTC)?

The GTC is a Web Platform developed to calculate optimal glass thicknesses for the most common uses and applications in construction.

### 2. How does the GTC work?

The GTC is a platform for calculating optimal thicknesses, available to subscribers for the contracted period, which allows specialized engineering calculations, namely, the thickness of glass for use in window frames, flooring or swimming pool windows, according to the modules subscribed to. It is permanently available provided the user has an internet connection

### 3. What is the structure of platform? What are the calculation modules?

The GTC is divided into 3 calculation modules, the window frames module, the flooring module and the swimming pool windows module

Window Frame Module - allows the user to calculate the optimal thickness of glass to be applied in conventional window frames according to different types of support for different types of glass.

Floor and Steps Module -allows the user to calculate the optimal thickness of glass used as flooring or single steps in different types of glass.

Swimming Pool Window Module - allows the user to calculate the optimal thickness of glass used as windows in swimming pools according to different types of support for different types of glass.

### 4. How many languages is the GTC platform available in?

The GTC platform is available in three languages:

Portuguese

English

French

Translations into other languages may appear at any time.

### 5. On which devices does the GTC work?

The GTC can be used on a PC, Smartphone or Tablet with no constraints, as the platform was designed taking into account the different digital platforms.

### 6. Do users need to download the GTC for it to work?

The GTC is a Web Platform and does not need to be downloaded. Only your login credentials are required.

### 7. How are the versions updated?

As it is a web platform, you will always have access to the latest version.

### 8. Is there a DEMO version?

Yes, a range of Demo services are available called the GTC Platform on a 14-day free trial basis. To access the demo version, you must provide the information requested in the form on the website and read and accept the Terms and Conditions of the GTC platform DEMO Version. Some functionalities will be disabled.

### **9. How do I sign up for the GTC Services?**

The GTC is an online platform. You will have to subscribe to the services for 365 days and make a respective payment.

### **10. Are the different modules available individually?**

Yes, you can subscribe individually or in different Packs.

### **11. What are the national annexes in the window frames and floor and steps module? How can I acquire them?**

In the window frames and floor and steps modules there is a national annex associated to the subscription by default, which associates loads agreed for each country (where available). When subscribing to a module, only one annex is “linked” to the respective subscription, but you may choose a more appropriate one.

### **12. Can I acquire more annexes after subscribing to my chosen module? What is their validity?**

Yes, you may acquire more annexes assigned to the modules you have subscribed to. The annex will remain available until the date of expiry of the subscription to the respective module.

### **13. What are the available payment methods?**

Customers may choose between two payment methods: the Virtual POS or Bank Transfer.

### **14. How do I know if my GTC account is active?**

If you choose payment through a Virtual POS, your account will become immediately active and you will have access to all functionalities. If you choose payment by Bank Transfer, your access will only become available once the transfer has cleared (you will receive an email when your access becomes active).

### **15. How is the invoice issued? How can I receive it?**

The invoice/receipt is sent electronically to the email address provided when you subscribed. For all legal purposes, the invoice/receipt is equivalent to a paper invoice, in accordance with applicable law. The invoice/receipt will be sent within 7 working days.

### **16. Can I change my account (login/details/password)?**

No, you may only change the user data i.e. login or password, but the business data will always be associated with the aforementioned account.

### **17. What happens if I forget my password?**

The platform has password recovery mechanisms linked to the email you used to subscribe.

### **18. What is GTC's Privacy Policy?**

GTC ensures the confidentiality of all data provided by users. Users' personal data will be processed and stored on a computerized system and will be used by GTC under the contractual and/or commercial relationship with the User

whereby GTC undertakes not to share any information regarding customers and their use of the platform

### **19. How do I accept the GTC Terms and Conditions – Private Area?**

When the user completes the application form, a statement will appear confirming that the terms and conditions of use have been accepted.

### **20. How can I obtain further information regarding commercial aspects?**

On the support page of the GTC platform and through the Help and Support form. We will answer as soon as possible.