SEPTEMBER 2022

IPTOR SUPPORT POLICY

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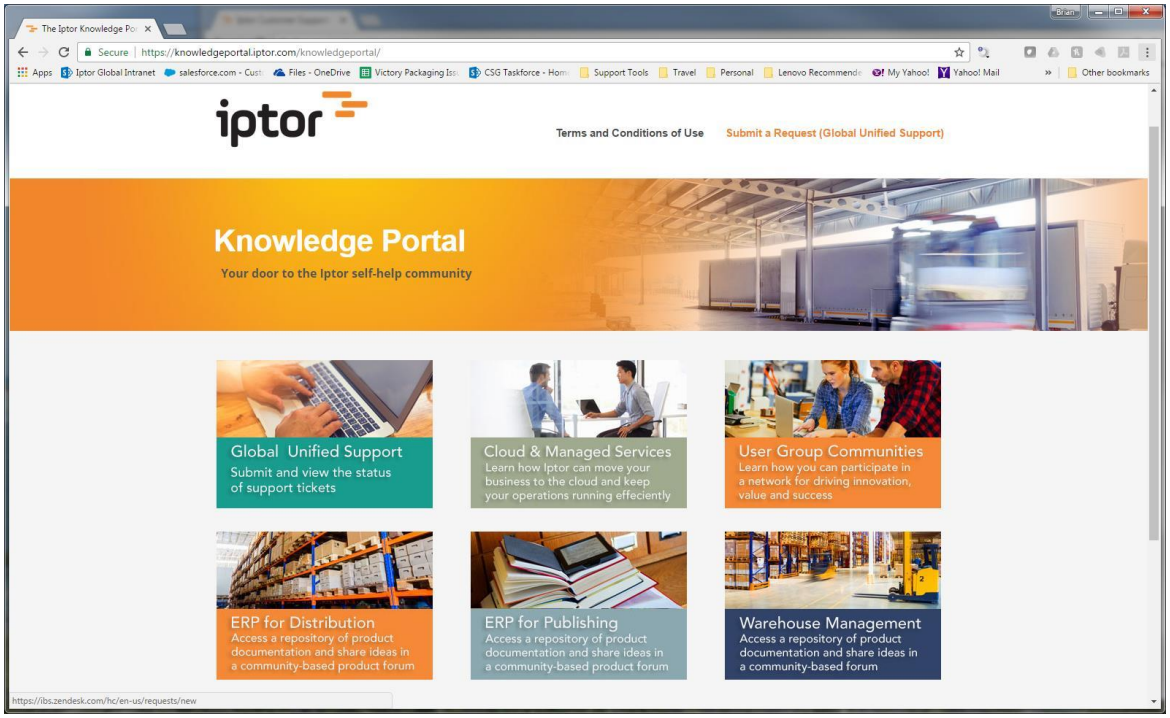
Nb: This Iptor Support Policy does not constitute an agreement between Iptor and its customers. Major changes to this document will be communicated to Iptor customers through a bulletin or in another prominent way.

1. INTRODUCTION

Iptor offers a common support for the cloud services and Iptor software, including a joint service desk offering, providing one point of contact for all issues. Iptor customer support delivers the highest standard of support for all Iptor customers. To achieve this, we have a global customer support that allows Iptor to deliver flexible, comprehensive and cost-effective support services to our customers, in multiple time zones. Iptor provides a global agreement based on the needs of each customer, to ensure the right level of support is available when the customer needs it.



1.1 SERVICE DESK

Iptor Service Desk is the initial point of contact to capture incident information, begin troubleshooting the issue and manage escalations needed to resolve the incident. Service desk can also handle requests for additional services as well as general questions about our software and services.

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Single Point of Contact - SPoC
Iptor operates a single point of contact (SPoC) policy at its Service Desk. This means that – wherever possible – one of our dedicated Support Consultants will deal with your query right through to completion[1], avoiding the unnecessary transfer of information between different support staff.

Qualified Support Staff
Our Support Consultants have all undergone extensive training in the use of our products and tools. We realise, however, that some problems are particularly complex, and therefore our Support Consultants also have direct access to expertise from Professional Services Application team or Infrastructure team. We also work tight together with Iptor Product Development team to get help to solve issues.

Ticketing Management System
Tickets can be logged directly within the application. All contact with Service Desk is logged and tracked in our dedicated ticketing and incident management system. This enables all information and communication relating to your query to be kept in the same place, along with the current status of the query and ultimately the resolution. If at any point you need to know the status of a ticket, you can log into to the customer web portal or contact our Service Desk who will be able to access all of the available information and provide you with an update.

Out of Scope Services
We strive to meet the expectations of our customers *every time*, and we feel confident that Iptor Customer Support can meet the obligation of our support agreements. From time to time, however, our customers may need help in areas that are outside the Support scope of responsibility. We are happy to answer any general questions by telephone and email, but there are certain services we cannot provide via the Iptor Customer Support and may refer you to another part of Iptor as for example Professional Services or the Account Manager.

How to Contact Support
Iptor currently accepts Service Desk contact via the Customer Support Portal, for Iptor.com through in-product ticket option and, for Severity 1 cases, telephone.

- Customer Support Portal: http://support.iptor.com
- Local telephone number for each country can be found on the Customer Support Portal.

Iptor Service Desk is operational 24 hours a day, but access may be limited depending on your chosen Service Level.

All correspondence (both written and verbal) shall be in the English language.

Authorized personnel
Only an Authorized user can report a ticket.

An Authorized user:
- Has enough knowledge about the ticket
- Understands the scope of support
- Has access to the Customer Support Portal

[1] In the case of Critical and High priority items, calls may be transferred between Support Analysts to ensure they are completed in the shortest possible time.

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1.2 WHAT WE NEED FROM YOU

To ensure we can deal with your call in the shortest possible time, you will need to provide the following information when contacting the Service Desk.

Minimum information regarding your request
Basic Details

- Your name, telephone number and email address (in case of Priority 1 incident, include contact details for out of office hours)
- Company and site location
- A full Description of the request, including confirmation of the business impact and urgency
- Environment name/purpose (Production, Test, Development, etc.)

Any Files/Data Required to Reproduce the Incident, e.g.

- A description of any changes made prior to the incident occurring
- Any relevant log files and a mention of time/date of the incident occurring
- Screenshots related to the incident
- Any relevant error codes

A description of steps taken leading to the incident.

Your support in reproducing the incident
In order to resolve an incident as efficiently as possible the customer's participation is key. Iptor will need help to answer questions, run tests etc. Iptor recommends that the customer always have an updated test environment available and that it is kept like your Production environment – in terms of OS, Database and Iptor Product and Interfaces versions. Having these facilities available will allow your Iptor Customer Support to provide a fast Resolution time for your reported Incident.

1.3 SEVERITY LEVELS AND ESCALATION

The severity of an incident is determined by the effect it has on your ability to use the software or service. In order to ensure fair treatment of all our customers, we rely on you to make a reasonable assessment of the effect and urgency of an incident and we will work on incidents according to the information you provide. However, we will always give priority to production systems. In addition, Severity 1 incidents in the non-production environment, service level Iron, are treated as Severity 2 and in Icebox environment as Severity 3. By default, all requests will be dealt with as normal severity level 3. When impact and urgency have been described, the incidents will be classified according to the descriptions below.

Incidents Severity Levels

Severity	Description
Severity 1	Critical production issue which severely impacts Customer's use of Cloud Services or Iptor Software. The incident halts the Customer's business operations and no procedural workaround exists. • Cloud Services or Iptor Software is down or unavailable • A critical documented feature/function is not available

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Severity 2	Major functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of Customer's business operations and no reasonable workaround exists. • Cloud Services or Iptor Software are operational, but highly degraded performance to the point of major impact on usage • Important features of the Cloud Services or Iptor Software are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. Data is corrupted or lost and must restore from backup.
Severity 3	There is a partial, non-critical loss of use of the Cloud Services or Iptor Software with a medium to low impact on the Customer's business, and Customer's business continues to function. Work-around is available.
Severity 4	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Work-around available.

Service Levels

There are three Service Levels available:

Standard /Bronze /Iron/Icebox

Support Services Hours:

- Working day Monday-Friday, 08:00 (8am) to 17:00 (5pm), local time in one selected Iptor time zone.

Enterprise / Silver

Support Services Hours:

- Working days Monday-Friday, 08:00 to 17:00, local time in multiple (maximum 3) selected Iptor time zones; **or**
- Working Days Monday-Friday, 08:00 to 24:00, local time in one selected Iptor time zone.

Premium / Gold

Support Services Hours:

- 24 hours per day, 7 days per week for Severity 1 and 2 incidents, **and**
- Monday-Friday, 08:00 (8am) to 17:00 (5pm), local time in multiple selected Iptor time zones (maximum 3), for all other incidents.

The Customer need to inform Iptor about selected times zones, and it can change time zone selection not more often than 4 times per calendar year. The Customer need to have business operations in the selected time zones to be able to make such selection. The intention of different Support Service Hours for different Support Levels is to be able to support Customer when it operates in multiple time zones or works through shifts in one time zone.

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Additional Service Level for Iptor Cloud Services Customers
Iptor have a responsibility for System Services/Platform as a Service defined in the Iptor Cloud Service Agreement (ICSA) and Master Subscription Agreement (MSA) for Customers running in Iptor Cloud.

For Service Level Standard/Bronze and Enterprise/Silver this addition applies
Support Service hours for System Services and Platform as a Service incidents:

- 24 hours per day, 7 days per week for Severity 1

Response and Resolution Times
Our Support Consultants aim to resolve all incidents as quickly as possible but will prioritise incidents based on both Severity level and the amount of time an incident has been outstanding.
Below response and target resolution time is our current global offering, SLA commitments from the past can differ for some customers as stated in their Service Agreement.

Response time

We define a Response as written confirmation from a Support Consultant stating that your incident has been received and understood, possibly asking for additional information.
In addition to this "human" response, each request raised via email, or the portal will receive an immediate automated email reply with a ticket number. This answer is not qualified as a Response. When you do not receive this automated reply within 10 minutes, please contact us via telephone.

Resolution time

Resolution of an incident means elimination of the business impact. Best effort will be made to complete support items within the target resolution times, or sooner depending on the complexity of the incident at hand. Please note that the target resolution time starts from the moment a call is logged in our Service Desk system. Resolution time excludes times when we are waiting for specific information or feedback from you to proceed. If Iptor Support provide a work around for an incident the incident will be closed, and we will create a new Problem ticket, with the appropriate severity level, to follow up and resolve the issue.

For each incident Severity level, we have a defined response and a target resolution time. Response time within Service Hours means responding within the below specified number of hours during Support Service Hours as defined in the chosen Service Level.

Customer reported incidents

Severity	Response Time	Target Resolution Time
Incident – Severity 1	Immediate (after receiving phone call)	4 Service Hours
Incident – Severity 2	2 Service Hours	8 Service Hours
Incident – Severity 3	8 Service Hours	2 Calendar Weeks
Incident – Severity 4	8 Service Hours	1 Calendar Month

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Incidents from automatic monitoring

Severity	Response Time	Target Resolution Time
Incident – Severity 1	1 Hour	4 Service Hours
Incident – Severity 2	2 Service Hours	8 Service Hours
Incident – Severity 3	8 Service Hours	2 Calendar Weeks
Incident – Severity 4	8 Service Hours	1 Calendar Month

1.4 ESCALATION

The escalation points are automatically built into our process to alert Iptor management as resolution times approach their targets. The table below show the escalation levels.

Escalation Levels	Severity 1	Severity 2
Regional VP of Support	1 Hour	4 Service Hours
VP Central Services	4 Hours	16 Service Hours
Regional President	8 Hours	32 Service Hours

In addition to this escalation process, you may also contact the Support Lead directly at any time to escalate items that are not being dealt with to your satisfaction.

1.5 TICKET TRACKING

It is possible to view, log and update your support tickets directly on the web using the Customer Support Portal.

1.6 CALL CLOSURE

When we have delivered a solution for your request, we will ask you to confirm that we can close it. Closure of tickets must be confirmed by you, via the Support Portal. You will be asked to complete a customer feedback questionnaire as a part of the ticket closure process. After 7 days our Support Consultants will automatically close tickets that have been resolved. Within the Iptor Support portal you can view the complete history of all tickets raised by your company, including those that have been closed.

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1.7 COMPLAINTS AND PRAISE

If at any point you wish to make a complaint about Iptor products or services, please contact the Support Lead. The Support Lead will make sure that your comments are dealt with as quickly and efficiently as possible. Likewise, if you have received particularly good service from Iptor, and would like to acknowledge this, please do let us know! We are continually reviewing and updating the services we provide, and we are particularly interested in hearing directly from our customers. All feedback provided is reviewed by Iptor Management and used to target improvements in our services.

1.8 PRODUCT AND DOCUMENTATION

Many problems for some products can be avoided or resolved by upgrading to the latest product version or Maintenance release or additional training. Please send in a request for latest version or training offerings to Iptor Support and we will make sure that the right responsible person from Iptor will reach out to you.

1.9 SUPPORTED PRODUCTS AND INTERFACES

New versions, updates, and fixes of the Iptor software solution are available as part of the SaaS offerings. For Iptor.com deployment Public and Private Iptor software is not versioned, whereas updates and fixes are provided automatically (Public) or periodically (Private). For multi-tenant SaaS the new versions are made available to customers automatically. For other SaaS deployments an upgrade project is agreed separately.

Support is provided on all Iptor products and interfaces for the current version, current -1 and current -2, on the basis that these products are used on supported platform versions. The compatibility matrix of all products and interfaces can be found on our Customer Support Portal[2] for product and documentation downloads.

In addition to our own products, Iptor Customer Support can provide support on some 3rd Party products included in the Iptor solution. This needs to be specifically agreed upon.

Vintage Support
Iptor can, for a shorter period of time, and at a higher support rate, provide support on older software versions with limitations set forth in the agreement.

Sunset of Iptor Software
For certain Iptor software solutions particularly those that are non-SaaS offerings (e.g. on-[customer]-premise deployed solutions or private cloud managed solutions) the Iptor Product Lifetime Policy determines the lifecycle of products and any applicable End of Life Dates for prior products.

[2] Customer Support Portal – http://support.iptor.com/

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