

Software Application Maintenance & Support Policy



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INTRODUCTION

This Customer Support Policy outlines how Iptor's Global Customer Support team engages with customers to provide software application maintenance and support for its products and services.

Iptor offers a comprehensive portfolio of cloud services and software application support services, including a unified service desk, providing a single point of contact for all inquiries. Iptor customer support upholds the highest standards for all customers. To achieve this, Iptor has established a global support organization that delivers flexible, comprehensive, and cost effective support services across multiple time zones. Iptor tailors global agreements to meet the specific needs of each customer, ensuring the appropriate level of support is available when needed.

This document summarizes the key features of Iptor's software application maintenance and support offerings and addresses common customer inquiries. The specific rights related to software application maintenance are detailed in the Software License and Support Agreement (SLSA) or the Iptor Cloud Services Agreement (ICSA), as applicable.

Please note that Iptor does not provide any form of software application support, including ad-hoc support on a time and materials basis, to customers without a valid application support services agreement.

SOFTWARE APPLICATION MAINTENANCE AND SUPPORT PACKAGES

Iptor offers four distinct support packages for all software applications licensed to customers via a SLSA or ICSA, as applicable. These packages provide access to a range of resources designed to help customers effectively utilize and maximize their Iptor investment.

Providing Maintenance and Support for third-party products may require collaboration between Iptor, the customer, and other software suppliers, where applicable, to resolve support incidents.

Customers may access the benefits of Maintenance and Support only for licensed software covered by a valid Maintenance and Support Contract or Subscription Services agreement. These benefits are available during the designated support period and according to one of the following support plans:

Vintage

The Vintage Support Service package is available for those Iptor products that have reached the end-of-support phase, and according to Iptor's Product Lifecycle Policy, are still eligible for Vintage support.

With the Vintage support service package, you can access 9x5 professional care for technical support on your business issues from one of Iptor's Global Customer Support Agents and priority queuing based on the severity level of an incident. Software application maintenance is not offered as part of this package, given its orientation for products that reached their end-of-life phase as per Iptor's Product Lifecycle Policy.

Standard

With the Standard support service package, you can access 9x5 professional care with unlimited support incident tickets for technical support on your business issues from one of Iptor's Global Customer Support Agents and priority queuing based on the severity level of an incident. Or you can find quick resolutions by tapping into our Iptor Customer Support Portal and Knowledge Base available 24x7 for self-guided resources, and best practices.

For Iptor SaaS product offerings, regular application maintenance routines are available to ensure that software remains functional, up-to-date, and relevant over time.

The same maintenance services are available for hosted and on-premise, however these services are charged in addition to the selected maintenance and support plan.

Advanced

The Advanced Support Service package includes all the services provided in the Standard support service package, along with extended incident support (24x5 professional care) for severity 1 and severity 2 tickets on selected product modules (as outlined in Appendix C) and enhanced priority queuing.

Premium

The Premium Support Service package includes all the services provided in the Advanced support service package, plus extended critical incident support (24x7 professional care) for selected product modules (as outlined in Appendix C), enhanced priority queuing, and dedicated Service Manager monthly reviews.

The services offered under each support service package are subject to change and may not be available for all software applications. Support times for some features can vary by region and can differ from the following hours listed. In connection with the individual support packages, Iptor offers support to both Modifications and Integrations developed and implemented by Iptor. These complementary support services are available for an additional fee and include unlimited incident support tickets as per the selected support package. All Maintenance Services and Support Services shall be provided in the English language.

			Support Service Packages			
Scope	Service	Description	Vintage	Standard	Advanced	Premium
Technical Support	Access to Customer Support Portal and Knowledge base	24x7 online access to the Customer Support Portal, including the ticketing management system, as well as the Knowledge base.	24 / 7	24 / 7	24 / 7	24 / 7
Technical Support	Technical Support	Support Services delivered by Iptor Consultants for any application support ticket according to the selected support package.	9 hrs. / day Mon – Fri*	9 hrs. / day Mon – Fri*	24 hrs. Mon – Fri* Only S1 and S2 when out of office hours	24 hrs. 365 days Only S1 and S2 when out of office hours
Technical Support	Response Time	Service Level Agreement target for an Iptor Support Consultant to initiate the handling of a support ticket.	S1: 1hr S2: 3hrs S3: 16hrs S4: 24hrs	S1: Immediate S2: 3hrs S3: 16hrs S4: 24hrs	S1: Immediate S2: 3hrs S3: 8hrs S4: 16hrs	S1: Immediate S2: 2hrs S3: 8hrs S4: 8hrs
Technical Support	Unlimited Incident Tickets	Unlimited application incident submissions at no additional cost.	No Invoiced per ticket.	Yes	Yes	Yes
Technical Health	Remote Solution Monitoring and Diagnostics	Remote monitoring, analyzing, and troubleshooting of critical Iptor applications and related interfaces.	No	Yes Iptor Cloud only	Yes Iptor Cloud only	Yes Iptor Cloud only
Technical Health	Application Maintenance	Software Patches, Releases and Service Packs to ensure the software remains functional, up-to-date, and relevant over time.	No	Yes	Yes	Yes
Operational Services	Ad-hoc Tasks and Questions	Completion of any operational tasks that might be required and / or response to user queries and questions. Operational services are invoiced on time and materials.	Yes	Yes	Yes	Yes
Value Orchestration	Service delivery management	Monthly reviews to cover key aspects such as service uptime, incident response times, customer satisfaction, compliance with service level agreements (SLAs), and any notable achievements or challenges encountered during the month.	No	No	No	Yes
Value Orchestration	Advisory Services	Iptor advisory services include regular updates on recommendation, general advice, best practices or high level guidance on how to use its products.	No	No	No	Yes

*Considering the customers registered office time zone.

Vintage Support Services Package

Support Service	Description
Access to Customer Support Portal and Knowledge Base	Iptor provides 24x7 online access to the Customer Support Portal, including the ticketing management system, as well as the Knowledge base.
Technical Support	Iptor Technical Support hours are Monday to Friday, 8:00AM to 5:00PM, local time in the Customer's time zone. This excludes Iptor's observed holidays that would fall within the technical support hours coverage window.
Incident Tickets	All reported tickets will be handled by Iptor Support Consultants and invoiced on time and materials. Support for modifications and/or integration is subjected to the customer's signing for these services.
Web and Phone Incident Submission	<p>Incidents can be reported 24x7 via Iptor's Ticketing Management System where the details of the incident can be reported or alternatively, via a call to a dedicated helpdesk to report your incident verbally to a support agent in case of a severity 1 ticket.</p> <p>NOTE: Telephone service is available only as per the applicable service package coverage.</p>
1st Response Time Targets	
Severity 1	Within 1 business hour according to the technical support schedule
Severity 2	Within 3 business hours according to the technical support schedule
Severity 3	Within 16 business hours according to the technical support schedule
Severity 4	Within 24 business hours according to the technical support schedule
Resolution Time Targets	
Severity 1	Within 4 business hours according to the technical support schedule
Severity 2	Within 8 business hours according to the technical support schedule
Severity 3	Within 2 calendar weeks according to the technical support schedule
Severity 4	Within 1 calendar month according to the technical support schedule
Escalation Levels	Automatic built-in alert points (in the Iptor process system) to alert the Iptor management as the first response time approaches the target. The escalation time varies according to the severity levels of the incidents.

Standard Support Services Package

Support Service	Description
Access to Customer Support Portal and Knowledge Base	Iptor provides 24x7 online access to the Customer Support Portal, including the ticketing management system, as well as the Knowledge base.
Technical Support	Iptor Technical Support hours are Monday to Friday, 8:00AM to 5:00PM, local time in the Customer's time zone. This excludes Iptor's observed holidays that would fall within the technical support hours coverage window.
Incident Tickets	There is no limit to the number of Application Incidents that can be submitted and handled by Iptor. Support for modifications and/or integration is subject to the customer signing for these services.
Web and Phone Incident Submission	Incidents can be reported 24x7 via Iptor's Ticketing Management System where the details of the incident can be reported or alternatively, via a call to a dedicated helpdesk to report your incident verbally to a support agent in case of a severity 1 ticket. NOTE: Telephone service is available only as per the applicable service package coverage.
1st Response Time Targets	
Severity 1	Immediate (after receiving phone call) according to the technical support schedule.
Severity 2	Within 3 business hours according to the technical support schedule
Severity 3	Within 16 business hours according to the technical support schedule
Severity 4	Within 24 business hours according to the technical support schedule
Resolution Time Targets	
Severity 1	Within 4 business hours according to the technical support schedule
Severity 2	Within 8 business hours according to the technical support schedule
Severity 3	Within 2 calendar weeks according to the technical support schedule
Severity 4	Within 1 calendar month according to the technical support schedule
Escalation Levels	Automatic built-in alert points (in the Iptor process system) to alert the Iptor management as the first response time approaches the target. The escalation time varies according to the severity levels of the incidents.
Remote Solution Monitoring and Diagnostic	24x7 monitoring for your most critical interfaces and application jobs. Response according to the support package coverage profile. NOTE: This service is only available for Iptor SaaS offerings.
Access to Software Patches, Releases and Service Packs	For Iptor SaaS customers, both Iptor products and managed modifications as well as Iptor supplied third-party products, are maintained up to date by Iptor as per the ICSA at no additional cost. Software Patches, Releases and Service Packs will ensure the software remains functional, up-to-date, and relevant over time. For Iptor on-premise and hosted customers, generally available fixes, builds and patches information can be accessed via Iptor Customer Support Portal. Iptor support with the on-prem and cloud application maintenance is charged as part of its Operational Services offering.

Advanced Support Services Package

Support Service	Description
Access to Customer Support Portal and Knowledge Base	Iptor provides 24x7 online access to the Customer Support Portal, including the ticketing management system, as well as the Knowledge base.
Technical Support	Iptor Technical Support hours are Monday to Friday, 24 hours local time in the Customer's time zone. This excludes Iptor's observed holidays that would fall within the technical support hours coverage window. During out of office hours, Iptor technical support is limited to tickets classified with severity 1 and 2 and selected product modules.
Unlimited Incident Tickets	There is no limit to the number of Application Incidents that can be submitted and handled by Iptor. Support for modifications and/or integration is subject to the customer signing for these services.
Web and Phone Incident Submission	Incidents can be reported 24x7 via Iptor's Ticketing Management System where the details of the incident can be reported or alternatively, via call to a dedicated helpdesk to report your incident verbally to a support agent in case of a severity 1 ticket. NOTE: Telephone service is available only as per the applicable service package coverage.
1st Response Time Targets	
Severity 1	Immediate (after receiving phone call) according to the technical support schedule
Severity 2	Within 3 business hours according to the technical support schedule
Severity 3	Within 8 business hours according to the technical support schedule
Severity 4	Within 16 business hours according to the technical support schedule
Resolution Time Targets	
Severity 1	Within 4 business hours according to the technical support schedule
Severity 2	Within 8 business hours according to the technical support schedule
Severity 3	Within 2 calendar weeks according to the technical support schedule
Severity 4	Within 1 calendar month according to the technical support schedule
Escalation Levels	Automatic built-in alert points (in the Iptor process system) to alert the Iptor management as the 1st response time approaches the target. The escalation time varies according to the severity levels of the incidents.
Remote Solution Monitoring and Diagnostic	24x7 monitoring for your most critical interfaces and application jobs. Response according to the support package coverage profile. NOTE: This service is only available for Iptor SaaS offerings.
Access to Software Patches, Releases and Service Packs	For Iptor SaaS customers, both Iptor products and managed modifications as well as Iptor supplied third-party products, are maintained up to date by Iptor as per the ICSA at no additional cost. Software Patches, Releases and Service Packs will ensure the software remains functional, up-to-date, and relevant over time. For Iptor on-premise and hosted customers, generally available fixes, builds and patches information can be accessed via Iptor Customer Support Portal. Iptor support with the on-prem and cloud application maintenance is charged as part of its Operational Services offering.

Premium Support Services Package

Support Service	Description
Access to Customer Support Portal and Knowledge Base	Iptor provides 24x7 online access to the Customer Support Portal, including the ticketing management system, as well as the Knowledge base.
Technical Support	Iptor Technical Support is available 24 hours per day, 365 days a year. During out of office hours, Iptor technical support is limited to tickets classified with severity 1 and 2 and selected product modules.
Unlimited Incident Tickets	There is no limit to the number of Application Incidents that can be submitted and handled by Iptor. Support for modifications and/or integration is subject to the customer signing for these services.
Web and Phone Incident Submission	Incidents can be reported 24x7 via Iptor's Ticketing Management System where the details of the incident can be reported or alternatively, via call to a dedicated helpdesk to report your incident verbally to a support agent in case of a severity 1 ticket.
1st Response Time Targets	
Severity 1	Immediate (after receiving phone call) according to the technical support schedule.
Severity 2	Within 2 business hours according to the technical support schedule
Severity 3	Within 8 business hours according to the technical support schedule
Severity 4	Within 8 business hours according to the technical support schedule
Resolution Time Targets	
Severity 1	Within 4 business hours according to the technical support schedule
Severity 2	Within 8 business hours according to the technical support schedule
Severity 3	Within 2 calendar weeks according to the technical support schedule
Severity 4	Within 1 calendar month according to the technical support schedule
Escalation Levels	Automatic built-in alert points (in the Iptor process system) to alert the Iptor management as the first response time approaches the target. The escalation time varies according to the severity levels of the incidents.
Remote Solution Monitoring and Diagnostic	24x7 monitoring for your most critical interfaces and application jobs. Response according to the support package coverage profile. NOTE: This service is only available for Iptor SaaS offerings.
Access to Software Patches, Releases and Service Packs	For Iptor SaaS customers, both Iptor products and managed modifications as well as Iptor supplied third-party products, are maintained up to date by Iptor as per the ICSA at no additional cost. Software Patches, Releases and Service Packs will ensure the software remains functional, up-to-date, and relevant over time. For Iptor on-premise and hosted customers, generally available fixes, builds and patches information can be accessed via Iptor Customer Support Portal. Iptor support with the on-prem and cloud application maintenance is charged as part of its Operational Services offering.
Service delivery management	Periodic service review for all Iptor's service subscriptions, ensuring that the handling of the customer inquiries are effectively delivered and efficiently meeting the needs and expectations of our customers. This review covers key aspects such as service uptime, incident response times, customer satisfaction, compliance with service level agreements (SLAs), and any notable achievements or challenges encountered during the month.
Advisory Services	Advisory services include recommendation, general advice, best practices, or guidance on how to use the products.

SOFTWARE APPLICATION MODIFICATIONS MAINTENANCE AND SUPPORT

This policy outlines the terms and conditions under which Iptor provides maintenance and support for software application modifications developed by Iptor. Our goal is to ensure that customers can tailor our software to their unique needs while maintaining optimal performance and reliability.

Iptor does not offer maintenance and support to customer modifications that were not subject to Iptor's engineering quality control.

Definitions - Modification

A Modification means any specific products resulting from customization of the standard solution, excluding configuration, delivered to an Iptor customer.

A **Managed Modification** is created by Iptor according to Iptor standards. While this is a modification to the Iptor standard solution, it is included in Iptor's software release cycle, ensuring compatibility with Iptor's product life-cycle policies. This will ensure that whenever new versions of the core solution are released and installed, the Managed Modification will still be functional.

Additionally, upon request, Iptor offers to adopt modifications made by customers as a Managed Modification. These customer provided modifications are subject to Iptor's engineering quality control, to fit Iptor standards and documentation and convert these as a Managed Modification.

A **Standard Modification** is a modification to any Iptor standard product solution, excluding Iptor Unified Platform product solution. Standard modifications are not included in Iptor's software release cycle, hence Iptor can't ensure its compatibility with more recent product releases.

Software Application Modifications Support Scope

Primarily focused on providing help and resolving issues as they arise, Iptor support to both managed and standard modifications include:

- Guidance on how to utilize modifications features and tools.
- Troubleshooting and resolving issues related to modifications.

Support Limitations:

Modification support does not include:

- Support of any modifications not developed by Iptor or that violate our software licensing agreement or terms of service.
- Support for third-party software integrations not approved by Iptor.
- Support of any modifications that significantly alter the core functionality of the software application in ways that compromise system integrity or security.



Software Application Modifications Maintenance

Iptor's modification maintenance policy delineates two distinct approaches based on the type of modification: Managed Modifications and Standard Modifications.

Standard Modifications Maintenance

Standard modifications, unlike Managed Modifications, are typically custom developments or configurations performed by the customer or third-party providers and are not included within the scope of Iptor's product life-cycle policy.

For Standard Modifications, Iptor does not guarantee compatibility with new versions of the core solution. Iptor may offer advisory services on a case-by-case basis, subject to additional fees, to assist with such updates. Iptor may provide support and consulting services to assist with the maintenance and updating of Standard Modifications, but this support is not included in the standard maintenance agreement and will incur additional charges.

It is imperative that customers maintain thorough documentation and version control of their Standard Modifications to facilitate any required updates and ensure seamless integration with Iptor's core solution updates.

Managed Modifications Maintenance

- **Iptor SaaS Solutions:**

Iptor guarantees that Managed Modifications will remain functional with each new release and installation of the core solution. This is achieved through periodic review and optimization of custom code to ensure compatibility with new software releases.

- **Iptor On-Premise and Hosted Solutions:**

Managed modifications delivered as part of Iptor's On-Premise software portfolio are also covered under Iptor's product life-cycle policy. However, customers are required to adhere to Iptor's product release cycles to keep their Iptor solution up to date, ensuring continued maintenance and support. If the customer fails to maintain their Iptor product in alignment with the release cycles, the Managed Modification will be unsupported once Iptor's core solution reaches its end-of-support period.

MAINTENANCE AND PATCH MANAGEMENT

For the operations, maintenance and patch management are important and will be controlled in the change management process.

Iptor performs regular maintenance on the Service as per this Policy unless otherwise stated in the contract. Iptor will reserve at least one service window per month to have an opportunity to perform patching of the Service, and Customer must accept service windows accordingly.

Iptor plan the service window, as far as possible, to be close to Iptor's Software builds, fixes and respective third party vendors (middleware and Operating system) release dates but with a decent delay added for planning and to ensure that proper change management processes can be followed.

Iptor will strive to minimize both Scheduled Downtime and Unscheduled Downtime for the Customer's business. Regular maintenance is performed by Iptor with the goal to minimize overall downtime, interference with System Services, and security risks. The regular maintenance is carried out in planned service windows. When maintenance is performed within a service window, Scheduled Downtime can be needed during a certain time of the service window.

Service windows

Service windows for maintenance of common resources for all Iptor customers are scheduled annually at one point per month. Iptor plans for 10 shorter service windows, lasting up to 6 hours, and 2 longer service windows, lasting up to 36 hours. Iptor shall provide Customers with at least 6 days advance notice for the shorter service windows and 30 days prior notice for the longer service windows, informing if the service window will be used and any expected effect with respect to the SaaS (with estimated time of the Scheduled Downtime).

Iptor strives to plan maintenance service windows so that Scheduled Downtime occurrences are limited. However, occasions may arise when Iptor proactively must perform maintenance in scheduled service windows but will not be able to announce such service window within the monthly service window, to avoid critical situations for SaaS. At these times, Iptor will provide at least one (1) day notice to Customer that such maintenance should be done and how the Customer will be affected.

In the case a third-party vendor recommends installing a patch or fix for resolving an emerging critical incident and solution affects more services than the current incident does, Iptor will follow the recommendation if it is in reasonable proportion to the incident. This will be an emergency service window to solve an incident and Iptor will provide as much notice to Customer as possible. Iptor conducts maintenance in consultation with affected customers with service maintenance information to be provided to Customer as quickly as possible after.

Patching Application

This service includes installation of standard corrections (patches) for a specific defined error reported to Iptor Customer Support.

If a failure of the software can be reproduced, Iptor always seeks for a standard correction (patch) for this specific error. If the correction is available, Iptor installs the correction in cooperation with the customer in their test environment. It is the customer's responsibility to do the test, approve and agree when the correction can be installed in production.

New builds of Iptor application

New builds and fixes of the Iptor's supply chain management software solution is available as part of the SaaS offering as described in Iptor Applications above. For SaaS customers the new builds are made available to customers automatically. Customer will be able to test the builds before implementation. Managed modifications will be tested by Iptor.

Patching Infrastructure

Using the results from the qualifying step, the Support Analyst will perform further research and testing to help resolve the Case. This may include, without limitation, debugging, root cause analysis, reproduction of the issue, and in-depth troubleshooting. If the Software does not work in accordance with the then-current documentation, Support will work with Iptor development and proactively notify the Licensee of any updates to the Case.

- Patch policy for x86 platform.
- Patch policy for Power platform.
- Patch policy for infrastructure.

Patch Policy

Linux and Windows updates are carried out on every monthly service window and any deviation from this requires a risk letter between Iptor and the customer. Power platform is patched with Technology Refresh (TR) releases two times per year and any deviation from this requires a risk letter between Iptor and the customer.

Upgrading Operating Systems / System Software

Iptor SaaS services supports OS releases current and temporary current minus one (C-1). Current versions are defined in Iptor technical standard and changes to this standard are announced to the customer in advance. Iptor maintains operating systems to a currently supported version. New versions of system software, as for example the operating system, in the Iptor Cloud are included in the service and upgrades will be performed continuously to keep the system software at a supported level. These upgrades are included in the service for SaaS customers. Upgrades that involve major changes will be communicated and planned in consultation with the Client at least 3 months in advance.

Service and Replacements of Physical Hardware

Iptor plans and ensures the execution of necessary actions to keep the platform up and running. It should be noted that replacement of hardware can also be initiated by an upgrade of the system software.



How we ensure resilience

Role swap is recommended twice per year for all High Availability implementations. This will be performed so that the production will move from location A to B for the Business logic and Database and will remain in the secondary location for 6 months before being moved back to Location A. This cycle repeats every 6 months during the operation of the service. Role swap can be combined with maintenance and patch management to reduce planned downtime.

Additional tasks

Included in the service, Iptor perform on a regular basis and agreed with the customer (see Appendix1):

- Scheduled application jobs
- Housekeeping activities
- Additional tasks may run in a service window.



IPTOR PRODUCT LIFECYCLE SUPPORT GUIDELINES

Iptor provides support for all software applications and interfaces for the current version, as well as the two preceding versions (current -1 and current -2), provided these products are used on supported platform versions. For detailed information on Iptor's Product Lifecycle Management, including specifics for particular product versions, please contact Iptor Global Customer Support or visit our website.

Third-Party Product Support

Iptor Customer Support also extends support to certain third-party products included in the Iptor solution, as outlined in the SLSA and ICESA agreements. Support for these third-party products is available if they are updated to the latest release, covered by support plans from their respective vendors, and if Iptor maintains a contractual relationship with those vendors.

Vintage Application Support

Iptor offers limited-time support for older software application versions that have reached their End-of-Support period, available at a higher support rate. The terms and limitations of this support are specified in the agreement.

Sunset of Iptor Software

For specific Iptor software application solutions, particularly non-SaaS offerings (e.g., onpremise or cloud managed deployed solutions), the Iptor Product Lifetime Policy governs the product lifecycle and sets End of Life Dates for prior products.

APPENDIX

A. DEFINITIONS

- **Additional Support Services** shall mean any support services out of the scope of the base support packages delivered by Iptor.
- **Charges** shall mean the License Fees, Services Fees, Computer Equipment and Third-Party Software costs and any other charges for services or goods provided by Iptor to Customer under the terms of a mutual Agreement.
- **Cloud Service(s)** mean services, including Software as a Service, provided by Iptor to the Customer, under and applicable Order Form. References to Cloud Service shall mean reference to Cloud Services as applicable.
- **Customer Support Portal** means the initial point of contact to report incidents, consult incident reports, and manage the escalations required to resolve the incident. Additionally, it handles requests for extra services and general questions about Iptor's software and services.
- **Documentation** shall mean all Iptor official technical manuals generally made available to Iptor's customers. Documentation shall not include any marketing materials in any media or any demonstration materials or tapes.
- **Error** shall mean any material verifiable and reproducible failure of the Licensed Software to conform in any material respects to features and functions as described in the Documentation and Specifications, if any (specifically excluding any nonconformity resulting from Misuse).
- **Error Correction** shall mean either a software modification or change that, when made or added to the Licensed Software, corrects an Error or establishes material conformity of the Licensed Software with the Documentation.
- **First Response Time** means the period from when a support request is submitted, to when a written confirmation from a Support Consultant is issued, stating that an incident has been received and understood, possibly asking for additional information. In addition to this human response, each request raised via the customer support portal will receive an immediate automated email reply with a ticket number. This answer is not qualified as a Response. When an automated reply is not received by the customer within 10 minutes, the Global Customer Support Team can be contacted via the available support telephone contacts: <https://iptor.com/support/>. The First Response Time varies with both the support plan and the business impact of the incident (also known as Severity). Initial Response Times are calculated using business-hours support for subscription-based support.
- **Global Customer Support Team** means Iptor Support Consultants responsible for creating and updating tickets that have been reported via Iptor's ticketing management system or telephone. Iptor Support Consultants are trained to handle L1 support tickets and are responsible for managing the ticket to resolution in line with the existing target service level agreements. Our Support Consultants also have direct access to Iptor's Professional Services and / or Infrastructure Support teams, as well as to Iptor's Product Development team to get help to solve more complex issues.
- **Iptor Cloud Services Agreement (ICSA)** is a contractual document that outlines the terms and conditions under which Iptor delivers its cloud services to customers, including any software application licensing and support.

APPENDIX

A. DEFINITIONS

- **Licensed Software** shall mean the object code form of the software applications listed in the Business Terms that are generally made available to Iptor's customers. Licensed Software shall also include, as applicable, updates provided to Customer as part of Maintenance Services, in line with Iptor's product life-cycle policy.
- **Maintenance Services** includes the delivery to customer of software application updates or new builds as such are made generally available to Iptor customers receiving Maintenance Services but excluding installation thereof. Installation of Updates may be performed as Additional Support Service.
- **Misuse** shall mean (a) any improper or unauthorised use of the Licensed Software, modification or change of the Licensed Software without Iptor's written consent; (b) use of non-current versions of the Licensed Software where use of a non-current versions results in a potential IP Claim or (c) combining or merging the Licensed Software with any hardware, software or other intellectual property not supplied by Iptor or not authorised in writing by Iptor to be so combined or merged by Customer.
- **Modifications Support** mean support of modifications of licensed software, developed for the Customer by Iptor, and implemented after the Effective Date.
- **Order Form** means the document, regardless of actual name, executed by the parties (Iptor and customer), which describes order-specific information such as description of Software, Usage Metrics, and fees.
- **Professional Services** may include any of the following: development, training, installation and implementation, or other consulting services, as requested by Customer and as set forth in a mutually agreed Statement of Work.
- **Services** mean all services identified in the applicable mutual agreement executed by the parties (Iptor and Customer), including without limitation Cloud Services, Support Services, Additional Support Services and Professional.
- **Software Application** means any software products made available by Iptor to Customer.
- **Software License and Support Agreement (SLSA)** is a contractual document that specifies the terms and conditions under which Iptor grants licenses for its software and provides support services to its customers.
- **Support Services** include access to Iptor Service Desk, through the customer support portal: <http://support.Iptor.com> or telephone, providing support to assist Customer in diagnosis and resolution of incidents based on the specific Support Services Package selected by Customer.
- **Third Party EULA or EULA** means the end user license agreement or terms and conditions of cloud service, if any, which govern use of Third-Party Software, which are published by the applicable third-party supplier or otherwise made available to Customer.
- **Third Party Software** shall mean software that is not developed or written by Iptor, and which may be obtained by Customer from either Iptor or another party.
- **Ticketing Management System** All contact with the Global Customer Support Team Service Desk is logged and tracked in Iptor's dedicated ticketing management system. This enables all information and communication relating to our customer's queries to be kept in the same place, along with the status of the query and ultimately its resolution. If at any point, the customer needs to know the status of a ticket, this will be available via our customer support portal : <http://support.iptor.com>
- **Vintage Support** This service applies to Iptor and Third-Party Software from when the elapsed time is greater than 5 years from either the Effective Date or from the installation of any subsequent New Build or New Version at Customer's Site and provides that Iptor will use all reasonable efforts to provide Support Services for such Software. Iptor does not guarantee individual Error Corrections will be available to all such Software modules where a module has been discontinued or replaced by a new product. Iptor does not guarantee any new statutory update will be made available on these older versions of such Software. Iptor charges additionally for Vintage Support in accordance with the Business Terms.

APPENDIX

B. SEVERITY LEVELS AND ESCALATION

The severity of an incident is determined by its impact on the ability to utilize the software or service. To ensure equitable treatment for all customers, it is essential to provide an accurate assessment of the incident's severity. Incidents will be addressed based on the information provided, with priority given to production systems. Severity 1 incidents in non-production environments will be treated as Severity 2, and in Icebox environments as Severity 3. By default, all requests will be classified as normal severity level 3. Once impact and urgency are described, incidents will be categorized according to the following criteria:

Incident Severity Levels:

Severity	Description
Severity 1	<p>Critical Business Impact: Critical production issue which severely impacts customer's use of Cloud Services or Iptor Software, resulting in customer's production business functions outage or severe service degradation where immediate attention is required to restore functionality and usability.</p>
Severity 2	<p>Major Business Impact: 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.</p> <ul style="list-style-type: none"> - 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. <p>Data is corrupted or lost and must restore from backup.</p>
Severity 3	<p>Minimal Business Impact: 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.</p>
Severity 4	<p>No business impact: 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.</p>

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 Support Team Lead	1 hour	4 hours
Head of Customer Support	4 hours	16 hours
Regional President	8 hours	32 hours

APPENDIX

C. OUT-OF-OFFICE HOURS SUPPORT SCOPE

During out of office hours, Iptor technical support is limited to tickets classified with severity 1 and 2 and selected product modules, as follows:

Product	Modules
DC1	<ul style="list-style-type: none"> • Distribution • Integrations – Interform, Netlang, Output Solutions • Manufacturing • Warehouse Management • EDI
IP1	<ul style="list-style-type: none"> • Distribution • Integrations – Interform, Netlang, Output Solutions • Warehouse Management • Finance – End-of-Day and End-of-Month processes. • EDI
Iptor.com	<ul style="list-style-type: none"> • Distribution • Integrations – Interform, Netlang, Output Solutions • Manufacturing • Warehouse Management
Iptor Unified Platform	<ul style="list-style-type: none"> • Distribution • Integrations – Interform, Netlang, Output Solutions • Manufacturing • Warehouse Management

APPENDIX

D. LEGACY SUPPORT SERVICES MAPPING

Current Support Service Package	Legacy Support Service Packages		
Vintage (M-F, 9x5)	Standard (M-F, 8-5)	Bronze (M-F, 8-5)	Basic (M-F, 8-5)
Standard (M-F, 9x5)	Standard (M-F, 8-5)	Bronze (M-F, 8-5)	Basic (M-F, 8-5)
Advanced (M-F, 24x5)	Enterprise (M-F, 8-24)	Silver (M-F, 8-24)	Extended (M-F, 8-24)
Premium (24x7)	Premium (24x7)	Gold (24x7)	Premium (24x7)





Iptor is a leader in supply chain management, planning and logistics software and services. We help distribution companies worldwide solve complex challenges through connected, intuitive and adaptable cloud-based software. We also enable customers to focus on their core business by handling their infrastructure with powerful cloud managed services offerings. For more information, please visit: www.iptor.com |    