



A GENII COMPANY

Support & Operations Policy

Version 2.0

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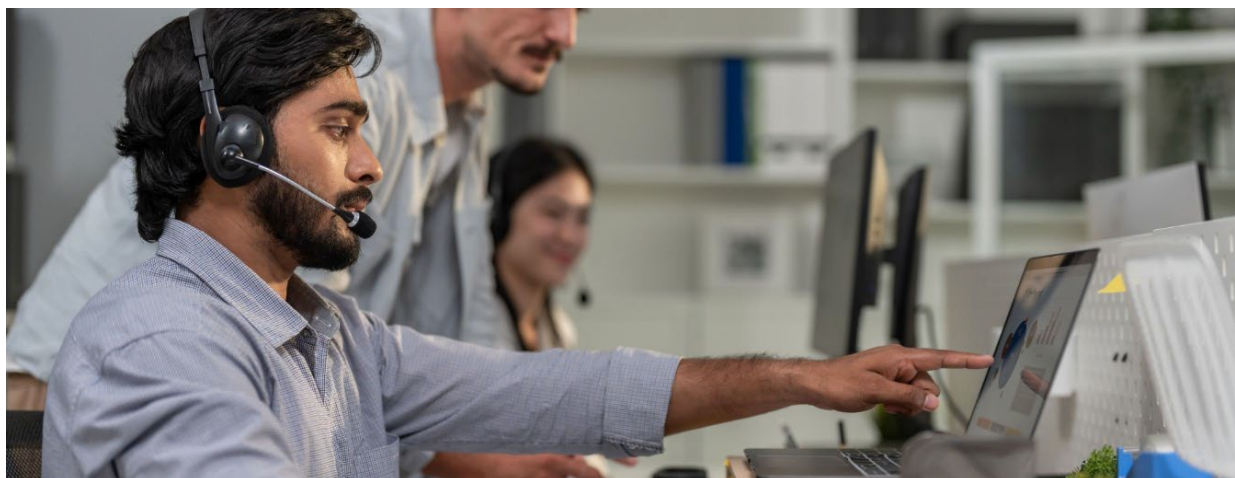
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CHANGE LOG

Modification	Date	Version
Initial version	03.11.2025	V1.0
Updated Iptor Support and Operations Packages chapter New Incident Management Framework chapter Updated Modifications and Integrations chapter Updated Recovery Setup and Objectives chapter Updated Appendix chapter	01.09.2026	V2.0

INTRODUCTION



Iptor is a leading global solution provider of enterprise resource planning software, services and support.

This Customer Support & Operations Policy outlines how Iptor's Global Customer Operations teams engages with customers to provide maintenance and support for its products and services, whether the software is deployed on customer's premises (including any cloud service under its direct management) or under Iptor's Hybrid Cloud.

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 upholds the highest standards for all customers. To achieve this, Iptor has established a global support and operations organization that delivers flexible, comprehensive, and cost-effective services across multiple time zones.

Iptor tailors global agreements to meet the specific needs of each customer, ensuring the appropriate level of support and maintenance is available when needed.

This document summarizes the key features of Iptor's product maintenance and support offerings and addresses common customer inquiries. The specific rights related to software application support and 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 maintenance and support, including ad-hoc support on a time and materials basis, to customers without a valid application support services agreement.

IPTOR SUPPORT AND OPERATIONS PACKAGES



Iptor's service packages offered are distinguished based on specific service components set out below, for each of the following related categories:

- Support Services
- Technical Operations
- Value Orchestration

Please note that each component may or may not apply to both software application's deployment methods. Iptor software "suite of products" refers to the generally available versions of the software applications included in the Iptor Unified Platform. A summarized mapping of each service and available pack can be seen under Appendix E.

SERVICE COMPONENTS – OVERVIEW

SUPPORT SERVICES

Component	Component description	Deployment method
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.	On Premise / Hosted
Technical Support	Enterprise care delivered by Iptor Support Consultants for any application or infrastructure (when applicable) support ticket according to the selected support package. <i>NOTE: When on premise, customer must enable a standard S2S VPN connection.</i>	On Premise / Hosted
First Response Time	Service Level target for an Iptor Support Consultant to initiate the handling of a support ticket.	On Premise / Hosted
Resolution Time	Service Level target for an Iptor Support Consultant to resolve a support ticket.	On Premise / Hosted
Unlimited Incident Tickets	Unlimited application incident submissions at no additional cost.	On Premise / Hosted

Component	Component description	Deployment method
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.	On Premise / Hosted
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. <i>NOTE: Telephone service is available only as per the applicable service package coverage.</i>	On Premise / Hosted
Ad-hoc Tasks and Questions	Completion of any operational tasks that might be required and / or response to user queries and questions. Requests are handled during business hours only, even if implied tasks may need to be fulfilled during out-of-date hours. <i>NOTE: Optional operational services are requested and invoiced separate from the managed service; these Services can be chosen from "Iptor Services Catalog".</i>	On Premise / Hosted
Continuous Application releases and updates	Access to Software Patches, Releases and Service Packs as such are made generally available to Iptor customers to ensure the software remains functional, up-to-date, and relevant over time - but excluding installation thereof. <i>NOTE: For On Premise deployments, installation of patches/updates and new version releases performed by Iptor are offered as an Additional Professional Service.</i> For Iptor's Hosted deployments, installation of patches/updates and new version releases is included as part of the subscription service (refer to the Maintenance and Patch management component for details).	On Premise / Hosted

TECHNICAL OPERATION

Component	Component description	Deployment method
Monitoring services	Iptor performs monitoring, analyzing, and troubleshooting of critical Iptor applications and related interfaces, as well as its cloud infrastructure.	Hosted
Maintenance and Patch management	To deliver a secure and stable service, Iptor performs regular maintenance of its solution during planned maintenance windows, as detailed under section "Maintenance and Patch Management".	Hosted

Component	Component description	Deployment method
Backup as a service	Iptor provides a managed Backup service as part of its overall solution according to specific options provided for each private and public cloud VM made available, as detailed under section "Backup Procedures".	Hosted
Disaster Recovery as a Service	If an Extreme Service Interruption Event occurs, Iptor shall use commercially reasonable efforts to restore full operations of the System within the applicable Recovery Point Objective ("RPO") and Recovery Time Objective ("RTO"). The two distinct types of setups with different RPO and RTO are detailed under section "Recovery Setup and Objectives".	Hosted
HA test	Upon customer's request, when entitled to High Availability (HA), Iptor will perform an annual HA test for the infrastructure.	Hosted
OS Lifecycle Management	In order to maintain and keep the environment up to date Iptor uses the Lifecycle Management principles for the managed operating systems, according to its Cloud Lifecycle Policy.	Hosted
System Availability	Cloud Service Availability Percentage will be measured regularly by Iptor. Availability Percentage commitment can differ per Cloud Service contracted, as well as the entitlement for credit fee, upon Iptor's failure to uphold agreed Availability Percentage during a Month, as detailed under Appendix "Service Level Agreement". Upon request, Iptor provides a monthly System Availability report.	Hosted

VALUE ORCHESTRATION

Component	Component description	Deployment method
Advisory Services	Iptor advisory services include regular updates on recommendations, general advice, best practices, or guidance on how to use their products.	Hosted
Service Review	In order to maximize the customers' value from the Iptor solution, regular service review meetings will be held 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 reported time, in order to define and review improvement actions.	Hosted

SERVICES PACKAGES - OVERVIEW

Iptor offers three distinct maintenance and support packages for all products 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 or to fulfil service requests.

Customers may access the benefits of Maintenance and Support only for Iptor's products and services 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:

Plan	Description
Standard	With the Standard service package, you can access 8X5 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. Under Iptor's Hybrid Cloud offerings, regular maintenance routines are available to ensure that infrastructure remains functional, up-to-date, and relevant over time. Application maintenance services are available for hosted and on-premise; however, in the case of on-premise deployments, these services are charged in addition to the selected maintenance and support plan. Also monitoring services and operating system (OS) lifecycle management are offered as part of this package, under Hybrid Cloud, as well as standard Backup procedures and basic Disaster Recovery setup. Basic SLA level on Cloud's Availability is also secured.
Advanced	The Advanced 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, as well as advanced Backup procedures for systems hosted under Iptor's Hybrid Cloud. Advanced SLA level on Cloud's Availability is also secured.
Premium	The Premium 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 Value orchestration activities, as well as High Availability entitlements related with System availability testing, Disaster Recovery setup and SLA level on Cloud's Availability, for systems hosted under Iptor's Hybrid Cloud.

The services offered under each 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. All Services shall be provided in the English language.

STANDARD COMPONENTS ACROSS PACKAGES

Flexible features, customized by Plan. Designed to meet diverse operational needs, each service package delivers tailored components and conditions aligned with your business priorities.

Scope / Category	Service Component	Service Component Description	Service Packages		
			Standard	Advanced	Premium
Support Services	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
	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.	Yes	Yes	Yes
	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. <i>NOTE: Telephone service is available only as per the applicable service package coverage.</i>	Yes	Yes	Yes
	Ad-hoc Tasks and Questions	Completion of any operational tasks that might be required and / or response to user queries and questions. Requests are handled during business hours only, even if implied tasks may need to be fulfilled during out of office hours. <i>NOTE: Optional operational services are requested and invoiced separate from the managed service; these Services can be chosen from "Iptor Services Catalog".</i>	Yes Requests may be billable	Yes Requests may be billable	Yes Requests may be billable
	Unlimited Incident Tickets	Unlimited application incident submissions at no additional cost.	Yes	Yes	Yes
	Continuous Application releases and updates	Access to Software Patches, Releases and Service Packs as such are made generally available to Iptor customers to ensure the software remains functional, up-to-date, and relevant over time - but excluding installation thereof. NOTE: For On Premise deployments, installation of patches/updates and new version releases performed by Iptor is offered as an Additional Professional Service. For Iptor's Hosted deployments, installation of patches/ updates and new version releases is included as part of the Maintenance and Patch management service.	Yes	Yes	Yes
Technical Operations (for Iptor Hybrid Cloud only)	Monitoring services	Iptor is responsible for monitoring, analyzing, and troubleshooting of critical Iptor applications and related interfaces, as well as for performance monitoring and capacity management at infrastructure level.	Yes	Yes	Yes
	Maintenance and Patch management	To deliver a secure and stable service, Iptor performs regular maintenance of its solution, as detailed under section "Maintenance and Patch Management".	Yes	Yes	Yes
	OS Lifecycle Management	In order to maintain and keep the environment up to date Iptor uses the Lifecycle Management principles for the managed operating systems, according to its Cloud Lifecycle Policy.	Yes	Yes	Yes

TAILORED SERVICE COMPONENTS BY PACKAGE

Designed to meet diverse operational needs, each service package delivers tailored components and conditions aligned with your business priorities.

Scope / Category	Service Component	Service Component Description	Service Packages		
			Standard	Advanced	Premium
Support Services	Technical Support	Enterprise care delivered by Iptor Support Consultants for any application or infrastructure (when applicable) support ticket according to the selected support package and selected product modules.	9 hrs. / day Mon – Fri (1) (2)	24 hrs. Mon – Fri (1) Only S1 and S2 when out of office hours	24 hrs. 365 days Only S1 and S2 when out of office hours
	First Response Time	Service Level targets an Iptor Support Consultant to initiate the handling of a support ticket according to the technical support schedule. (1)	S1: Immediate S2: 3 hrs S3: 16 hrs S4: 24 hrs	S1: Immediate S2: 2 hrs S3: 8 hrs S4: 16 hrs	S1: Immediate S2: 1 hrs S3: 8 hrs S4: 8 hrs

	Resolution Time	Service Level target for an Iptor Support Consultant to resolve a support ticket according to the technical support schedule. (1)	S1: 4 hrs S2: 8 hrs S3: 2 weeks S4: 1 month	S1: 4 hrs S2: 8 hrs S3: 2 weeks S4: 1 month	S1: 4 hrs S2: 8 hrs S3: 2 weeks S4: 1 month
Technical Operations (for Iptor Hybrid Cloud only)	Backup as a service	Iptor provides a managed Backup service as part of its overall solution according to specific options provided for each private and public cloud VM made available, as detailed under section "Backup Procedures".	Yes Standard VTL using BRMS/ Azure Native	Yes Advanced Flashcopy/ Azure Native	Yes Advanced Flashcopy/ Azure Native
	Disaster Recovery as a Service	If an Extreme Service Interruption Event occurs, Iptor shall use commercially reasonable efforts to restore full operations of the System within the applicable Recovery Point Objective ("RPO") and Recovery Time Objective ("RTO"). The two distinct types of setups with different RPO and RTO are detailed under section "Recovery Setup and Objectives".	Yes Base setup RPO= Last Valid Backup RTO= Best effort	Yes Base setup RPO= Last Valid Backup RTO= Best effort	Yes HA setup RPO<= 1 second of transactions RTO<= 4 hours (3)
	HA test	Upon customer's request, when entitled to High Availability (HA), Iptor will perform an annual HA test for the infrastructure.	No	No	Yes One annual test included, upon request
	System Availability	Cloud Service Availability Percentage will be measured regularly by Iptor. Availability Percentage commitment can differ per Cloud Service contracted, as well as the entitlement for credit fee, upon Iptor's failure to uphold agreed Availability Percentage during a Month, as detailed under Appendix "Service Level Agreement". Upon request, Iptor provides a monthly System Availability report.	Yes 99,00% of Availability for Prod. environments	Yes 99,50% of Availability for Prod. environments	Yes 99,90% of Availability for Prod. environments
Value Orchestration	Advisory Services	Iptor advisory services include regular updates on recommendations, general advice, best practices, or guidance on how to use its products.	No	No	Yes
	Service Review	In order to maximize the customer's value from the Iptor solution, regular service review meetings will be held 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 reported time, to define and review improvement actions.	No	No	Yes Quarterly meeting

- (1) Considering the customers registered office time zone.
(2) This excludes Iptor's observed holidays that would fall within the technical support hours coverage window.
(3) For infrastructure resumption, after customer decision (data recovery time excluded)

VINTAGE SUPPORT

The Vintage support services are available for those Iptor products that have reached the end-of-support phase, and according to Iptor's Product Policy and Cloud Lifecycle Policy (when applicable), are still eligible for Vintage support.

Within Vintage support, you can access 8X5 professional care for technical support on your business issues from one of Iptor's Global Customer Support Agents.

Response times are provided on a best-efforts basis and are indicative only. They do not constitute a guarantee or service level commitment.

When entitled to Cloud Services, neither monitoring services nor maintenance and patch management and operating system (OS) lifecycle management are offered as part of this package, given its orientation for products that reached their end-of-life phase as per Iptor's Lifecycle Policies. Only standard Backup and basic Disaster Recovery procedures are secured.

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 Handling Tickets		All reported tickets will be handled by Iptor Support Consultants and invoiced on time and materials, with the exception of shared infrastructure major incidents.
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. <i>NOTE: Telephone service is available only as per the applicable service package coverage.</i>
First Response time Targets	Severity 1	Within 1 business hours 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

Service	Description
Ad-hoc Tasks and Questions	Completion of any operational tasks that might be required and / or response to user queries and questions. Requests may be billable are handled during business hours only, even if implied tasks may need to be fulfilled during out of office hours. <i>NOTE: Optional operational services are requested and invoiced separate from the managed service; these Services can be chosen from "Iptor Services Catalogue".</i>
Backup as a service	Iptor provides a managed Standard Backup service as part of its overall solution, e.g., VTL using BRMS (for Private Cloud) / Azure Native (for Public Cloud).
Disaster Recovery as a Service	If an Extreme Service Interruption Event occurs, Iptor shall use commercially reasonable efforts to restore full operations of the System within the applicable Recovery Point Objective ("RPO") and Recovery Time Objective ("RTO") for Base setup option: RTO = best effort; RPO = last valid backup.

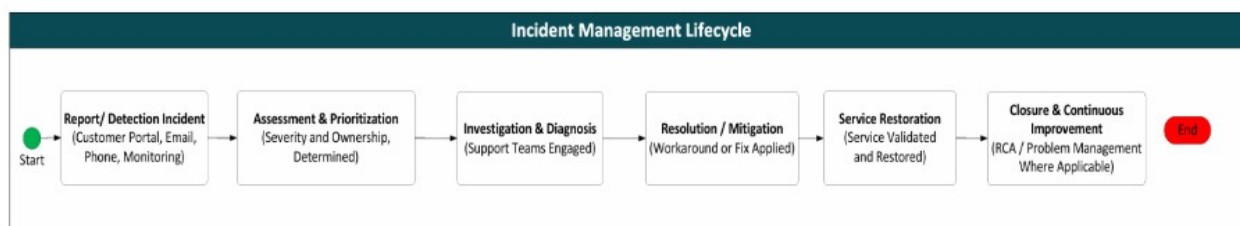
INCIDENT MANAGEMENT FRAMEWORK

PURPOSE

Iptor's Incident Management Framework is designed to restore normal service operations as quickly as possible while minimizing business impact. Our structured approach ensures timely assessment, resolution, communication, and continuous improvement for all reported incidents.

INCIDENT LIFECYCLE

All incidents follow a structured lifecycle to ensure effective handling and communication.



Report / Detection

Incidents may be reported through the Customer Portal, approved email channels, telephone support, partner integrations, or automatically detected through monitoring and alerting systems.

Assessment & Prioritization

The incident is reviewed to:

- Validate information provided
- Determine incident priority
- Confirm business impact
- Assign ownership to the appropriate support team

Priority/ severity is determined using Iptor's incident assessment model (detailed under Appendix B), based on the following questions:

- What is the Business Impact of the issue?
- What is the Scope of the issue?
- Is there a Workaround currently available?

NOTE: The critical business functions of a customer are limited to the following modules (and any subsequent authorized integrations and/or modifications):

- Distribution
- Manufacturing
- Warehouse Management

Investigation & Diagnosis

Support teams investigate the issue, identify the affected component, engage specialist teams where required, and determine the most appropriate resolution approach.

Mitigation & Resolution

A workaround or permanent solution is implemented to restore service as quickly as possible. Where required, additional specialist teams, product development teams, infrastructure teams, or third-party providers may be engaged.

Service Restoration

The implemented solution is validated and service availability is restored. Customers are informed of the resolution and asked to confirm service restoration where appropriate.

Post-Incident Review

For significant or recurring incidents, Root Cause Analysis (RCA) is performed to prevent future occurrences. For Severity 1 incidents, a post-incident report will typically be provided within five business days following incident resolution.

The report may include:

- Incident Summary
- Customer Impact
- Timeline of Events
- Root Cause Analysis
- Corrective Actions
- Preventive Actions

COMMUNICATION FRAMEWORK

Upon confirmation of the priority level and the customer's support entitlement, Iptor Support will engage the appropriate technical resources and initiate communications according to the applicable service level commitments.

Communication Triggers

Customers will receive communications when:

- An incident is declared,
- Significant status changes occur,
- A mitigation or workaround is implemented,
- Service is restored,
- An RCA is available (where applicable).

Communication Channels

Communication may be provided through:

- Email,
- Support Tickets,
- Dedicated Bridge Calls (for critical incidents, when deemed necessary).

RESPONSIBILITY MATRIX

A successful incident management process depends on the following responsibilities between Iptor and Customer:

Task	Iptor	Customer
Incident coordination	X	
Provide relevant technical information		X
Designate primary contacts		X
Technical investigation	X	
Participate in troubleshooting when required		X
Escalation management	X	
Customer communications	X	
Service restoration efforts	X	
Validate service restoration		X
Review incident updates and RCA where applicable		X

ESCALATION PROCESS

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

Escalation Levels	Severity 1	Severity 2
Regional Support Team Lead	1 hour	3 hours
Head of Customer Support	3 hours	7 hours
Customer Operations Director	4 hours	8 hours

Incidents may also be escalated internally when:

- Service impact increases
- Resolution activities require specialist expertise
- Additional product, infrastructure, or security teams are required
- Executive visibility is required for business-critical events.

MAJOR INCIDENT HANDLING

A Shared Infrastructure Major Incident may be declared when:

- Critical services are unavailable or severely degraded, and
- Multiple customers are affected, and
- Significant business impact exists, and
- Enhanced coordination is required.

When a Major Incident is declared:

- An Incident Manager is assigned.
- A dedicated communication bridge may be established.
- Technical teams are coordinated centrally.
- Communication frequency is increased.
- Executive oversight may be engaged.

The Incident Manager remains accountable for overall coordination, communication, escalation management, and service restoration activities.

SECURITY INCIDENT MANAGEMENT

A Security Incident is a suspected or confirmed event that may compromise the confidentiality, integrity, or availability of systems, services, or information assets. Security Incidents are managed in accordance with Iptor's security response procedures and may require involvement from Internal IT, Security specialists, and other relevant stakeholders.

In the event of a Critical Security Incident being declared, the Critical Security Incident Response Plan gets activated, initiating additional security investigation, containment, escalation, and governance activities alongside the incident resolution process.

PROBLEM MANAGEMENT

When incidents are recurring, significant, or their root cause is not yet known, Iptor initiates a Problem Management investigation to identify the underlying cause and implement permanent corrective actions to prevent recurrence.

MODIFICATIONS AND INTEGRATIONS



Modifications and integrations to the Iptor system may be developed by Iptor, its authorized partners, or the customer. These custom components fall outside the scope of Iptor's standard service fees, which do not cover maintenance, support, implementation, or updates related to such modifications and integrations.

Unless explicitly agreed upon in writing, Iptor does not provide support for custom modifications and integrations. The customer assumes full responsibility for the development, upkeep, and operational integrity of these components. Iptor is not liable for ensuring compatibility or resolving issues arising from the use of non-standard or customized software, including modifications and integrations delivered by Iptor as part of a project implementation.

Should the customer require assistance with any modification and/or integration, Iptor may offer support or upgrade services subject to a technical review and additional charges. Such services will be provided under Iptor's Professional Services offering and billed at the prevailing rates at the time of engagement.

CUSTOM MODIFICATIONS AND/OR INTEGRATIONS – REVIEW AND APPROVAL

Under Iptor hosting services, for any custom developments or configurations performed by the customer or third-party providers, Iptor requires that these be submitted via a formal Service Request for review. This process is essential to safeguard the security, stability, and performance of Iptor services. As part of the review, Iptor may request access to the respective source code. Please note that such customizations are not covered under Iptor's product life-cycle policy.

Reviews of custom modifications and integrations may incur additional charges. While Iptor does not guarantee approval of customer-made changes, advisory services may be offered on a case-by-case basis, subject to applicable fees. Support and consulting services for the maintenance and updating of custom modifications and integrations are available but are not included in the standard maintenance agreement and will be billed separately.

To ensure compatibility with Iptor's core solution updates, it is imperative that customers maintain comprehensive documentation and version control of their custom modifications and integrations.

IPTOR PRODUCT LIFECYCLE SUPPORT GUIDELINES



Iptor provides support for all software applications and interfaces for the current version, as well as the preceding version (current -1), 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 ICSA 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, the Iptor Product Lifetime Policy governs the product lifecycle and sets End of Life Dates for prior products.

IPTOR CLOUD LIFECYCLE SUPPORT GUIDELINES



Iptor Cloud Services supports Operating System (OS) releases current and current minus one (C-1). Current versions are defined in Iptor Cloud Lifecycle Policy and changes to this standard are announced to the customer in advance. Iptor maintains operating systems to a currently supported version. For detailed information on Iptor's Cloud Lifecycle Management, including specifics for particular OS versions, please contact Iptor Global Customer Support or visit our website.

UPGRADING OPERATING SYSTEMS

When the Operating System changes from the current (C) version to current minus one (C-1), the upgrades for the new version shall be planned. Given that OS upgrades are not included in the Cloud service, these must be requested and planned in consultation with Iptor at least 3 months in advance.

Any deviations from this policy, if possible and for a limited period of time, requires a signed risk letter from the Customer towards Iptor. Even though using older version of system software is possible during a limited time, as per Iptor's discretion, customer requires extended support, meaning it falls immediately into Vintage Support conditions, until starts using the supported version.

MAINTENANCE AND PATCH MANAGEMENT PROCEDURES



From an operational standpoint, maintenance and patch management procedures are key and will necessarily be followed and controlled in the change management process.

To deliver a secure and stable service, Iptor performs regular maintenance of its solution during planned maintenance windows. 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 plans the service window, as far as possible, to be close to its 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 12 shorter service windows, lasting up to 6 hours, and 2 longer (extended) 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 service delivery (with estimated time of the Scheduled Downtime).

Iptor performs regular maintenance of its solution during a monthly maintenance window, which may involve system downtime depending on the updates Iptor is delivering. Iptor publishes a roadmap of upcoming maintenance windows which is updated on an on-going basis.

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 the service. 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 is deemed necessary to install a patch or fix for resolving an emerging critical incident and solution affects more services than the current incident does, Iptor will implement an emergency service window to solve an incident, providing 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.

High level info on planned service windows for all customer's environments can be found in the following table. Details will be communicated to customer according to agreed communication strategy. All efforts will be done in order to avoid having maintenance procedures performed under period between the two (2) days before the ending and two (2) days after the beginning of each calendar month.

	Standard Planned Maintenance Window	Additional (Extended) Planned Maintenance Window
Scope	Iptor Software and Infrastructure Updates, Hotfixes	Iptor Software and Infrastructure Major Releases, Upgrades
Frequency	12x per year 3 rd or 4 th week of each month	Up to 2x per year

APPLICATION RELEASES, UPDATES AND PATCHES

Iptor regularly enhances its solutions by introducing new features and improvements. These enhancements are delivered through Releases, while Updates and Hot Fixes are usually applied as part of ongoing maintenance to ensure performance, security, and compliance.

For On Premise deployments, installation of patches/ updates and new major version releases may be performed by Iptor as an additional Professional Service – subject to availability.

For Hosted customers, installation of the available releases, updates and patches will be provided as part of the maintenance service. It should be noted, though, that:

- Some changes may require configuration or functional adjustment; these may need to be handled by the customer, Iptor, or certified partners—and could incur additional charges.
- If a Release or Update affects custom or non-standard features, customers must switch to standard functionality; Iptor may charge for help in maintaining legacy customizations.

APPLICATION UPDATES / PATCHES

Updates/ patches are applied as deemed necessary by Iptor in order to maintain the existing features of the Iptor solution as well as maintaining expected levels of performance, stability and security. Iptor solution updates are deployed in a transparent manner and typically result in no downtime. Therefore, updates can be deployed outside of Planned Maintenance windows, unless when downtime is deemed necessary.

If a failure of the software can be reproduced, Iptor always seeks for a standard correction (patch) for this specific error. Whenever the correction is made available, Customer Support will inform customers. Updates/ Patches are not capable of being deferred. The new update will be communicated at least 6 days before the update commences on preview/ test environment. The Production Environment will follow no sooner than 4 weeks after the Update announcement.

MAJOR VERSION RELEASES

Major releases may occur up to two times per year; the frequency of releases may be increased or decreased at Iptor's discretion. Iptor intends to carry out releases during extended planned maintenance window. Customers, when hosted in Iptor Hybrid Cloud can defer a release up to 6 (six) months. Details regarding changes contained in a Iptor Solution's major version release can be found on the respective Release Notes made available in Customer Portal. The new release will be communicated at least 30 days before a Release

commences on preview/ test environment. The Production Environment will follow no sooner than 8 weeks after the Release announcement.

In the event that a patch, update or release is made available containing corrections to errors that cannot otherwise be fixed in customer's current update or release, then Iptor may require its deployment before continuing the resolution process.

The following table summarizes all the described aspects for Iptor's software application maintenance:

	Patch Releases (Hotfixes)	Update Releases (Minor Enhancements & Maintenance)	Major Version Releases
Purpose	Fixes/ corrections for bugs, security vulnerabilities, or performance issues.	Regular improvements, non-breaking changes, and performance optimizations.	Infrastructure and Software Major Releases
Frequency	Depending on severity: as needed, if urgent; otherwise, monthly.	Monthly to Quarterly	Up to 2x per year
Notice Period	Depending on severity: minimal notice period, if urgent; otherwise, standard (maintenance window) notice period.	At least 6 days before an Update commences on preview/ test environment. The Production Environment will follow no sooner than 4 weeks after the Update announcement.	At least 30 days before a Release commences on preview/ test environment. The Production Environment will follow no sooner than 8 weeks after the Release announcement
Deployment Window	Depending on severity: during emergency windows, if urgent; otherwise, are part of the standard service and follow the same principles as Updates	During off-peak hours outside of maintenance window in case of no downtime; under a standard maintenance window if resulting in downtime.	Under an additional planned maintenance window.
Possibility of Deferral	Not possible	Not possible	Up to 6 months

From a typical list of Release and/or Update tasks, please see below the distinction in terms of responsibilities:

Iptor's responsibilities (as part of the maintenance service):

- Publish general availability schedule of releases alongside with release notes;
- Update Preview/ Production environment with (major) release/ (minor) update.

Customer's Responsibilities (or by Iptor Professional Services at an extra charge):

- Perform user training on changes;
- Execute implementation and configuration for new features or adjustments on existing ones;
- Execute uplift and testing of all modifications and integrations;
- Define test scripts, perform functional and user acceptance tests and review testing outcome, including over existing standard integrations;

- Define acceptance criteria and provide agreement on Production Release deployment timing (If no feedback is received, the release into Production is deemed accepted; customers can raise reasonable objections to timing within 7 days of notice).

INFRASTRUCTURE UPDATES AND PATCHES

To deliver a secure and stable service the environment needs to be up to date. Iptor performs regular service and maintenance on the environment as part of the service. It is important that all components are running the supported version to be compliant with the vendors' and Iptor standards, following the Iptor Cloud Lifecycle policy.

PATCHING PROCEDURE

- Patching x86 platform: 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;
- Patching Power platform: 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;
- Patching shared infrastructure: Preventive data center maintenance and testing is implemented according to manufacturer recommendations. Necessary changes, upgrades, patches, and enhancements to core datacenter infrastructure and hosted environments to improve functionality or security will be scheduled at least twice per year.

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.

ADDITIONAL MAINTENANCE TASK

Included in the service Iptor performs on a regular basis, and agreed with the customer, is the additional task of Spool file management. Many systems are using standard spool file queues as default for user profiles, normally named QPRINT or PRT01. In order to keep the size of these queues short, this Spool Files Management Service deletes all spool files older than 30 days from the mentioned queues unless agreed otherwise.

RECOVERY SETUP AND OBJECTIVES



If an Extreme Service Interruption Event occurs, Iptor shall use commercially reasonable efforts to restore full operations of the System within the applicable Recovery Point Objective ("RPO") and Recovery Time Objective ("RTO").

Iptor uses a minimum of 2 datacenters for production, which are at least 10 km apart, we also refer to this as a "region". Redundant communication is set up between the datacenters and the internet.

When needed, to ensure resilience, operational continuity and robust data protection, Iptor establishes high-availability solutions across multiple Azure Availability Zones and regions as well as through geographically dispersed datacenters with mirroring for IBM Power/IBM-i services.

There are two main types of setups with different Recovery Point Objective (RPO) and Recovery Time Objective (RTO) as set forth below. Recovery Setup consists of, either:

- Base: Standard Recovery from Backup (Private Cloud) / Azure Native (Public Cloud), or
- High Availability: Full system replication (Private Cloud) / Azure Native (Public Cloud)

The table below outlines the RPO (Recovery Point Objective) and RTO (Recovery Time Objective) for chosen recovery setup:

Base	High Availability
RPO = Last Valid Backup RTO = Best effort	RPO ≤ 1 second of transactions RTO ≤ 4 hours for infrastructure resumption, after customer decision (data recovery time excluded)

Recovery Process Responsibilities

Recovery activities are initiated through the standard Incident Management and Support processes. Customers shall report incidents or submit recovery requests through the applicable Iptor support channels.

In the event a recovery is required, Iptor will use commercially reasonable efforts to restore the affected system using the latest valid backup or replication data available under the contracted Recovery Setup. The achievable Recovery Point Objective (RPO) is dependent upon the successful completion and integrity of available backup or replication

processes. In the event of a backup failure, corruption, or other technical limitation, the actual recovery point may differ from the desired recovery point.

Iptor is responsible for performing the technical recovery of the infrastructure, operating systems, databases, applications and associated services covered under the Cloud Service.

Following completion of a recovery, the Customer is responsible for validating the accuracy, completeness, and business integrity of its data and business processes. Recovery of the system does not constitute verification that Customer data is complete, accurate, or suitable for the Customer's intended business use.

If, following validation, the Customer determines that recovery from an alternative backup point is required, a new recovery request must be submitted through the applicable support process.

Iptor periodically tests its recovery capabilities to validate the technical effectiveness of its disaster recovery processes. Such testing is intended to verify technical recoverability only. Customer-specific business validation, compliance testing, audit verification, user acceptance testing, or recovery certification activities are not included within the standard service and may be requested separately as Additional Services subject to applicable charges.

Business Continuity Responsibilities

Iptor maintains Business Continuity Management and Disaster Recovery processes designed to support the continuity of Iptor's operations and the Cloud Services provided to Customers. These processes include organisational, operational, technical, and recovery measures intended to enable Iptor to respond to disruptive events and restore services in accordance with applicable service commitments.

The design, execution, testing, and maintenance of Iptor's Business Continuity and Disaster Recovery capabilities are internal operational responsibilities of Iptor and form part of the management of the Cloud Service. Processes and controls within the area of business continuity is audited within the compliance programme of Iptor. Only audit results that are approved as public will be shared outside Iptor.

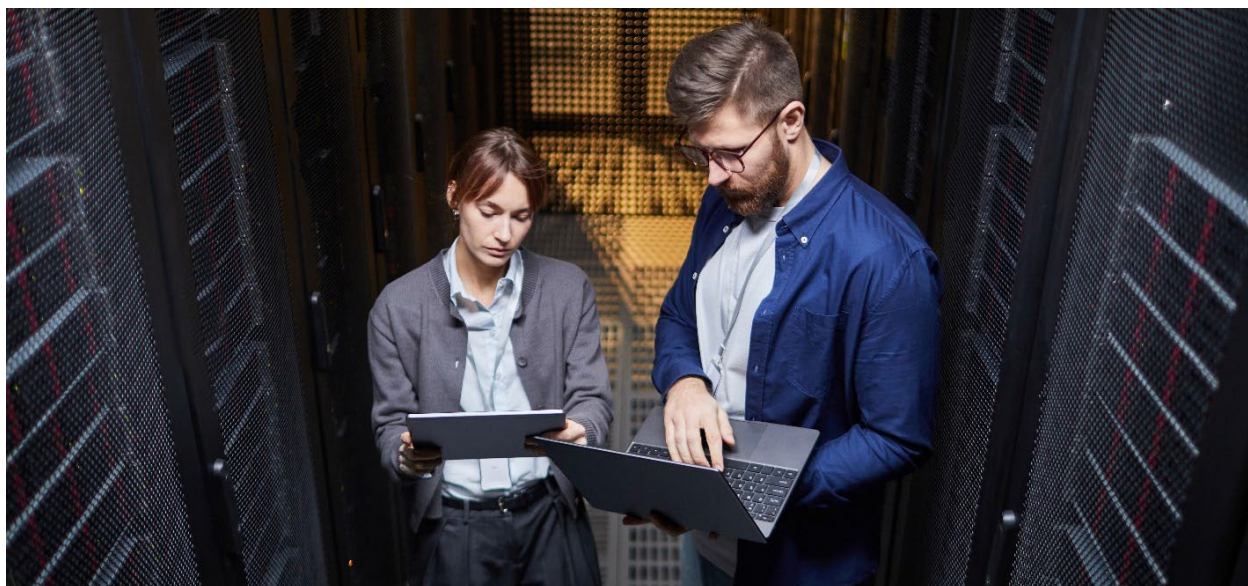
Iptor will undertake such recovery, continuity, and operational activities as it determines reasonably necessary to restore and maintain the Cloud Services following an interruption, incident, or disaster event.

While Iptor is responsible for the continuity and recovery of the Cloud Services it provides, the Customer remains responsible for its own business continuity management, operational contingency planning, regulatory obligations, and procedures necessary to operate its business during a service interruption.

The Customer is further responsible for validating the completeness, accuracy, and business suitability of recovered data and business processes following a recovery event. Recovery of the Cloud Service by Iptor does not constitute verification that recovered data satisfies the Customer's business, operational, regulatory, or compliance requirements.

Any customized business continuity planning, business continuity exercises, disaster recovery planning, compliance validation, recovery tests or business process recovery testing is subject to extra services and must be requested and agreed before hand. Audit support and extra audit above the Iptor audit programme can be discussed but is strictly regulated in agreements.

BACKUP PROCEDURES



Iptor will create and maintain processes to ensure the regular and timely backup of the whole System or individual objects, programs, files, libraries and/or folders necessary to recover from a failure.

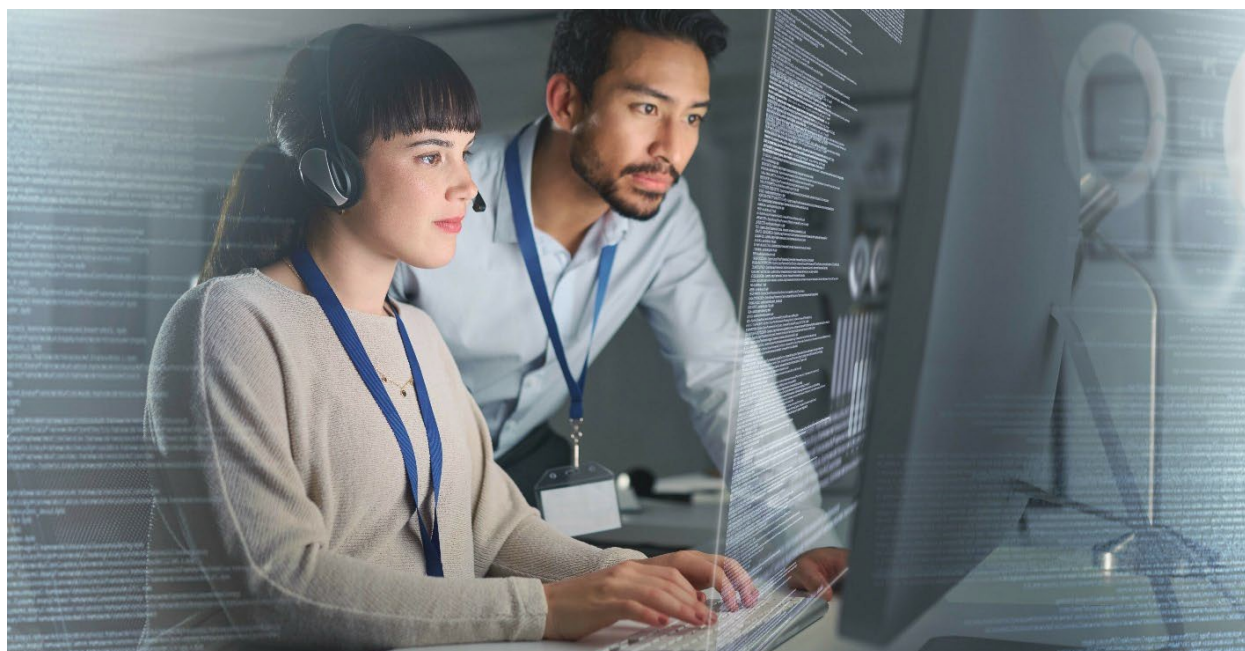
One of the following Backup as a Service options is provided for each private and public cloud environment, according to the chosen service model as per contract:

- Standard: VTL using BRMS (for Private Cloud) / Azure Native (for Public Cloud);
- Advanced: Flash Copy (for Private Cloud) / Azure Native (for Public Cloud).

Unless otherwise agreed in writing by the parties, Iptor will be performing the following backup schedule and retention periods:

- Daily backups, 14 days retention;
- Weekly backups, 40 days retention;
- Monthly backups, 105 days retention;
- Yearly backups, 370 days retention.

HYBRID CLOUD SERVICE AVAILABILITY



SERVICE AVAILABILITY COMMITMENT

Iptor's availability SLA commitment is a combination of cases where unavailability amounts to Severity Level 1 Incidents, as further described in Support policy section; where Iptor is exceeding Scheduled Downtime within maintenance windows as per previous section Maintenance and Patch Management (Service Windows); and, when applicable, where Iptor is exceeding the Recovery Setup commitments as further described in Section Disaster Recovery as a Service.

The Availability Percentage commitment excludes certain cases as defined under Unscheduled Downtime and further described below. The Availability Percentage is calculated in accordance with the below formula:

$$\text{Availability Percentage} = \frac{[(\text{Total hours in the Month}) - (\text{Unscheduled Downtime})] \times 100}{\text{Total hours in the Month}}$$

For the purposes of calculating Service Availability and determining eligibility for Service Level, only the following components are included:

- The production backend logical partition(s) supporting customer workloads.
- The production frontend virtual machine for the user interface (UI) components that provide direct access to the service for end users, including the virtual machine for the Interform and Netlang applications.

All other environments, systems, or components - including but not limited to production system not specified above, non-production, test, development, backup, disaster recovery, legacy, third party applications or customer-managed environments - are expressly excluded from the availability calculation as further described in the Unscheduled Downtime section. Downtime or unavailability affecting any excluded environment or component shall not be considered when determining System Availability or calculating Service Level Credits

Availability Percentage will be measured regularly by Iptor. Measurement is performed by checking that per Virtual Machine(s) can be logged on to (OS is up and running) from a local connection, and by calculating time of reported Severity Level 1 Incidents, and the time when Scheduled Downtime and Recovery Setup commitments are exceeded. Iptor Availability Percentage commitment is the following, per contracted Cloud Service:

Iptor Cloud Service	KPI	Service Credits
Iptor Hybrid Cloud - Standard	Service Availability => 99,00%	Yes
Iptor Hybrid Cloud - Advanced	Service Availability => 99,50%	Yes
Iptor Hybrid Cloud – Premium	Service Availability => 99,90%	Yes

SERVICE CREDIT SCHEME

Upon Iptor's failure to uphold agreed Availability Percentage during a Month, the Customer shall, as sole and exclusive remedy, be entitled to a reduction by 2% of one total monthly subscription fee for Cloud Service for each 0,5 percentual point below Availability Percentage commitment, in no event exceeding a 6% reduction over the fee during a month.

Service Level Credits do not apply to unavailability reported on Virtual Machines with Operating System version older than current minus 1 (C-1) and on Virtual Machines with non-Production environments.

APPENDIX

APPENDIX A. DEFINITIONS

Additional Services shall mean any support or operations services out of the scope of the base service packages delivered by Iptor. These Services can be chosen from "Iptor Services Catalog" and are charged for in accordance with the then current Iptor price list.

Business Terms means all the terms, conditions and provisions set forth in the Business Terms section of the Customer's Agreement.

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.

Charges means the Subscription Fees, other Services Fees and Monthly Fees, and Third Party Software charges and any other charges for services or goods provided by Iptor to Customer under the terms of the Customer's Agreement.

Customer Extranet means a private, leased-line, virtual private or other specialized network used by Customer to Access the System.

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.

Data Center means a physical site, which may include one or more Data Rooms.

Data Room means the location which stores the equipment, network equipment and Servers which is equipped with power, uninterrupted power supply, and cooling

Day means business day as defined by the local jurisdiction where the Iptor entity entering into the Customer's Agreement is based.

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.

Unscheduled Downtime means (i) total hours in the month of reported Severity Level 1 Incidents; (ii) exceeding Scheduled Downtime; (iii) exceeding Recovery Time Objective for applicable Recovery Setup, exclusively when the following components are impacted:

- The production backend logical partition(s) supporting customer workloads;
- The production frontend virtual machine for the user interface (UI) components that provide direct access to the service for end users, including the virtual machine for the Interform and Netlang applications.

All other environments, systems, or components - including but not limited to production system not specified above, non-production, test, development, backup, disaster recovery, legacy, third part applications or customer-managed environments - are expressly excluded from the **Unscheduled Downtime** calculation. Downtime or unavailability affecting any excluded environment or component shall not be considered when determining Service Availability or calculating Service Level Credits.

Unscheduled Downtime explicitly excludes: (i) Scheduled Downtime; (ii) inability to Access the Virtual Machines resulting from failure in the internet backbone, the Customer Extranet, network components outside the Azure Virtual Network (VNet) or the connection between frontend and backend, services not directly managed by Iptor, the External Service Provider or their subcontractors or agents; (iii) an Extreme Service Interruption Event; or (iv) any Unscheduled Downtime caused by Customer; (v) outages or issues

caused by Customer's negligence, or by Customer's Prohibited Use or improper configuration of the software applications of Customer choice, or by Customer's failure to follow documented procedures for Software use;

(vi) outages or issues resulting from Customer-managed equipment or outages occurring as a result of any actions taken by Iptor at the request or direction of Customer; (vii) outages initiated by Iptor at the request or direction of Customer for backup, maintenance or other purposes; (viii) outages or performance problems due to events of Force Majeure; (ix) outages or performance problems due to Customer's breach of its material obligations under this Agreement;

User means employees, consultants and agents (but excluding Competitors) of Customer authorized by Customer to use the Cloud Services.

Virtual Machine is an isolated part of a Server. Each Virtual Machine contains its own Operating System.

APPENDIX B. SEVERITY LEVELS

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. Once impact and urgency are described, incidents will be categorized according to the following criteria:

INCIDENT SEVERITY LEVEL ASSESSMENT

Severity	Impact	Scope	Workaround
S1	Critical production issue causing a total stop of business operations.	All Company Users / A Complete Production Environment / Customer-Facing.	No, the function is completely blocked.
S2	A major function is unavailable or performance is highly degraded, causing a significant impact on business operations. (work can continue in a restricted fashion). Data is corrupted or lost and must restore from backup	A Major Department or Team / Several Key Users.	Yes, but it is manual, inefficient, or restricts functionality.
S3	A non-critical feature is affected or performance is slow, causing a minimal disruption to business operations (work can continue in a restricted fashion)	Just a small Number of Non-Critical Users (1-5 people).	Yes, we are using an acceptable, effective alternative process.
S4	A routine technical issue or minor bug that does not affect business operations.	N/a	N/a

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 (and any subsequent authorized integrations and/or modifications), as follows:

Product	Modules
Iptor Unified Platform	• Distribution • Manufacturing • Warehouse Management

APPENDIX D. EXAMPLES OF CALCULATION OF DOWN TIME

Example 1: Customer has Base recovery setup:

Service with Recovery setup Base	Planned maintenance (Hours) / RTO	Actual downtime (Hours)	Unplanned Down time
Normal operation mode			
Sev1 incidents	N/A	2	2
Sev2 - Sev4 incidents	N/A	N/A	N/A
Service stops in a service window (according to plan)	1	1	0
Service stops in a service window (overrun with 1 hour)	1	2	1
Disaster recovery mode			
Disaster Server/Storage/Site fails	Best Effort	2	0
Disaster Server/Storage/Site fails	Best Effort	5	0
Total	N/A	12	3

In this example: $\text{Availability\%} = ((744-3) / 744) * 100 = 99.596\%$

Example 2: Customer has HA recovery Setup:

Service with Recovery setup 4 Hours / High availability	Planned maintenance (Hours) / RTO	Actual downtime (Hours)	Unplanned Down time
Normal operation mode			
Sev1 incidents	N/A	2	2
Sev2 - Sev4 incidents	N/A	N/A	N/A
Service stops in a service window (according to plan)	1	1	0
Service stops in a service window (overrun with 1 hour)	1	2	1
Disaster recovery mode			
Disaster Server/Storage/Site fails	4	1	0
Disaster Server/Storage/Site fails	4	5	1
Total	N/A	11	4

In this example: $\text{Availability\%} = ((744-4) / 744) * 100 = 99.462\%$

Note: The examples do not reflect typical performance during a month, it is aimed for clarifying how the calculation is done.

APPENDIX E. SERVICE PACKAGES DETAILED VIEW

STANDARD

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.
Unlimited Incident Tickets		There is no limit to the number of Application Incidents that can be submitted and handled by Iptor.
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. <i>NOTE: Telephone service is available only as per the applicable service package coverage.</i>
First 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.

Service	Description
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Continuous Application releases and updates	Access to Software Patches, Releases and Service Packs as such are made generally available to Iptor customers to ensure the software remains functional, up-to-date, and relevant over time - but excluding installation thereof. For Iptor's Hosted deployments, installation of patches/ updates and new version releases is included as part of the maintenance and patch management service
Ad-hoc Tasks and Questions	Completion of any operational tasks that might be required and / or response to user queries and questions. Requests may be billable are handled during business hours only, even if implied tasks may need to be fulfilled during out of office hours. Note: Optional operational services are requested and invoiced separate from the managed service; these Services can be chosen from "Iptor Services Catalog",
Monitoring services	Iptor performs monitoring, analyzing, and troubleshooting of critical Iptor applications and related interfaces, as well as its cloud infrastructure.
Maintenance and Patch management	To deliver a secure and stable service, Iptor performs regular maintenance of its solution during planned maintenance windows, as detailed under section "Maintenance and Patch Management".
Backup as a service	Iptor provides a managed Standard Backup service as part of its overall solution, e.g., VTL using BRMS (for Private Cloud) / Azure Native (for Public Cloud).
Disaster Recovery as a Service	If an Extreme Service Interruption Event occurs, Iptor shall use commercially reasonable efforts to restore full operations of the System within the applicable Recovery Point Objective ("RPO") and Recovery Time Objective ("RTO") for Base setup option: RTO = best effort; RPO = last valid backup.
OS Lifecycle Management	In order to maintain and keep the environment up to date Iptor uses the Lifecycle Management principles for the managed operating systems, according to its Cloud Lifecycle Policy.
System Availability	System Availability Percentage will be measured regularly by Iptor. Availability Percentage commitment is Basic Service (99,00%), applicable only for Production environments. Upon request, Iptor provides a monthly System Availability report.

ADVANCED

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.
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.
First 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 resolution time approaches the target. The escalation time varies according to the severity levels of the incidents.

Service	Description
Continuous Application releases and updates	Access to Software Patches, Releases and Service Packs as such are made generally available to Iptor customers to ensure the software remains functional, up-to-date, and relevant over time - but excluding installation thereof. For Iptor's Hosted deployments, installation of patches/ updates and new version releases is included as part of the maintenance and patch management service.
Ad-hoc Tasks and Questions	Completion of any operational tasks that might be required and / or response to user queries and questions. Requests may be billable are handled during business hours only, even if implied tasks may need to be fulfilled during out of office hours. <i>NOTE: Optional operational services are requested and invoiced separate from the managed service; these Services can be chosen from "Iptor Services Catalog",</i>

Monitoring services	Iptor performs monitoring, analyzing, and troubleshooting of critical Iptor applications and related interfaces, as well as its cloud infrastructure.
Maintenance and Patch management	To deliver a secure and stable service, Iptor performs regular maintenance of its solution during planned maintenance windows, as detailed under section "Maintenance and Patch Management".
Backup as a service	Iptor provides a managed Advanced Backup service as part of its overall solution, e.g., Advanced Flashcopy (for Private Cloud) / Azure Native (for Public Cloud).
Disaster Recovery as a Service	If an Extreme Service Interruption Event occurs, Iptor shall use commercially reasonable efforts to restore full operations of the System within the applicable Recovery Point Objective ("RPO") and Recovery Time Objective ("RTO") for HA setup option: RTO = best effort; RPO = last valid backup.
OS Lifecycle Management	In order to maintain and keep the environment up to date Iptor uses the Lifecycle Management principles for the managed operating systems, according to its Cloud Lifecycle Policy.
System Availability	System Availability Percentage will be measured regularly by Iptor. Availability Percentage commitment is Basic Service (99,5%), applicable only for Production environments. Upon request, Iptor provides a monthly System Availability report.

PREMIUM

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.
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. <i>NOTE: Telephone service is available only as per the applicable service package coverage.</i>

First 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.

Service	Description
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.
Continuous Application releases and updates	Access to Software Patches, Releases and Service Packs as such are made generally available to Iptor customers to ensure the software remains functional, up-to-date, and relevant over time - but excluding installation thereof. For Iptor's Hosted deployments, installation of patches/ updates and new version releases is included as part of the maintenance and patch management service.
Ad-hoc Tasks and Questions	Completion of any operational tasks that might be required and / or response to user queries and questions. Requests may be billable are handled during business hours only, even if implied tasks may need to be fulfilled during out of office hours. Note: Optional operational services are requested and invoiced separate from the managed service; these Services can be chosen from "Iptor Services Catalog",
Monitoring services	Iptor performs monitoring, analyzing, and troubleshooting of critical Iptor applications and related interfaces, as well as its cloud infrastructure.
Maintenance and Patch management	To deliver a secure and stable service, Iptor performs regular maintenance of its solution during planned maintenance windows, as detailed under section "Maintenance and Patch Management".

Backup as a service	Iptor provides a managed Advanced Backup service as part of its overall solution, e.g., Advanced Flashcopy (for Private Cloud) / Azure Native (for Public Cloud).
Disaster Recovery as a Service	If an Extreme Service Interruption Event occurs, Iptor shall use commercially reasonable efforts to restore full operations of the System within the applicable Recovery Point Objective ("RPO") and Recovery Time Objective ("RTO") for Base setup option: RTO = <= 4 hours for infrastructure resumption, after customer decision (data recovery time excluded); RPO = latest transaction.
OS Lifecycle Management	In order to maintain and keep the environment up to date Iptor uses the Lifecycle Management principles for the managed operating systems, according to its Cloud Lifecycle Policy.
System Availability	System Availability Percentage will be measured regularly by Iptor. Availability Percentage commitment is HA Service (99,9%), applicable only for Production environments. Upon request, Iptor provides a monthly System Availability report.
Advisory Services	Iptor advisory services include regular updates on recommendations, general advice, best practices, or guidance on how to use its products.

Service	Description
Service Review	In order to maximize the customer's value from the Iptor solution, regular service review meetings will be held 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 reported time, in order to define and review improvement actions.

