



## OnPremise Software - Maintenance & Customer Support Terms

If Customers have purchased Maintenance & Support Services coverage for the Product, the following terms and conditions apply.

### **Maintenance**

Actiance shall offer product upgrades to Customers pursuant to Actiance's standard release cycle. "Upgrades" are defined as new releases, improvements, enhancements, extensions, revisions and updates to the Products licensed to Customers and which Actiance make generally available to them, together with related documentation. Actiance shall deliver each Upgrade to Customers at no additional charge as part of the Maintenance and Support Services. If the Maintenance and Support contract has expired, and the Customer wishes to renew the contract, they will be required to pay all back fees dating to the beginning with previous expiration up to the renewal date.

Customers may be required to undergo up to one major and one minor product version Upgrade annually to maintain full interoperability of the products with third party products and networks. (A minor product version Upgrade means any increase in the number to the right of the first decimal point in the product version number. A major product version Upgrade means any increase in the number to the left of the first decimal point in the product version number.)

Actiance shall notify Customers of all Upgrades and replacements/phase-outs as far in advance as is reasonably possible, and shall provide Customers all relevant release notes and other documentation as soon as possible after notification. Actiance will only support the most recent two major version releases.

### **Professional Services**

Our Professional Services team is available to provide product training and a variety of other services to Actiance customers, such as:

- assistance with product implementation or installation/upgrade of Actiance products
- assistance with network or system architecture, planning or design, as well as network administration activities
- custom application programming
- database installation or migration
- failover and recovery planning
- data recovery

All service functions available through Actiance Professional Service offerings are subject to availability, at its current rates and costs. Please contact your Actiance Account Manager or email [sales@actiance.com](mailto:sales@actiance.com) to inquire about any of these services.

## Support

We offer a broad range of support services through an experienced team of certified support professionals located around the world. Our support services are designed to provide customers and partners with world-class customer support from a team committed to ensuring your success with our solutions. Actiance has 3 levels of customer support designed to fit your needs, Standard, Premium, and Business Critical Support.

- **Standard Support** provides customers with answers to product related questions, and provides troubleshooting guidance and tips related to issues incurred with the licensed Actiance Solutions. Customers receive access to our Actiance Community for product documentation, product release notes, access to knowledge base articles, and our online trouble-ticketing system. Standard Support services are available Monday – Friday, 8 am-5:30 pm local time.
- **Premium Support** offers the same services as Standard Support, but offers 24x7 availability and coverage.
- **Business Critical Support** is our most comprehensive service offering. It includes named (dedicated) representatives who ensure every aspect of your service is delivered on time and to your specifications. Contact your Actiance Account Manger to find out more about this service offering and if it's right for your business needs.

### Members Portal:

<https://members.actiance.com>

To access product license key, product release notes, upgrade paths, and product downloads

### Issue Reporting Process

Customers may contact the Actiance Support Service-desk by phone, e-mail, or our support website

Support Level	Media and Times available (in Customer Primary Time Zone)
Standard	Community Portal: Monday - Friday 8 AM to 5:30 PM excluding holidays Phone: Monday - Friday 8 AM to 5:30 PM excluding holidays E-mail: Monday - Friday 8 AM to 5:30 PM excluding holidays
Premium	Community Portal: Monday – Friday, 5x24 business days Phone: 24x7 E-mail: Monday – Friday, 5x24 business days
Business Critical	Community Portal: 24x7x365 Phone: 24x7x365 E-mail: 24x7x365

Actiance will provide Services Support, either directly or through a third party, usually the same business day following receipt of notice of an issue.

## There are 3 options for opening a support service request:

### Community Portal:

Actiance Community Portal will be your place to download the latest software, access supported platform information, search the knowledgebase, and receive the latest updates and announcements from Actiance. You will also have a quick view of your open support requests, all in one location.

<http://support.actiance.com>

Login with Actiance provided login credentials that will be delivered, once requested:

- Allows the customer to directly open a support request and attach any files that pertain to the issue
- Create, view or update your support request
- Search the knowledgebase
  - The Knowledge Base portal allows self-service resolution of your problem and provides you with an easy-to-use online technical research library. The Knowledge Base allows quick searches through the entire database or a product subset.
- Setup to receive notifications about our products
- Access product license key, product release notes, product downloads

Cases opened via the Community portal can have priority set by requestor to P2 – P4 only.

### Phone:

This option should be used for P1 or high priority issues where you need immediate assistance.

Toll-free Support Line (Direct): US: +1-888-777-8134

Support Line (Direct): US: +1-650-817-7411

EMEA: +44 (0)118 907 2539

This option should **ALWAYS** be used for afterhours or weekend priority 1/2 requests.

### E-mail:

[support@actiance.com](mailto:support@actiance.com)

- This option can be used to automatically open a support case with Customer Support.
- **There is no default priority on cases opened via email.**
  - This is determined by Support once the email is reviewed.
  - Cases opened by email are generally considered lower priority.

- Once the case is opened, the case priority & other updates can be modified via the Community Portal.
- Cases opened via Email are not monitored afterhours.

**When Customers contact Actiance Support, the support engineer will:**

- Gather pertinent information related to Customer's problem or service request.
- Assign a priority to Customer's request (see Request Priorities below).
- Open a ticket in Actiance's issue tracking system and provide Customers with the ticket number.
- Begin to work the problem or fulfill the service request.
- Reassign the service ticket to another Actiance engineer as necessary.
- Keep Customers informed of the case progress or request status.

In the event Customers call outside of normal office hours (8:00 AM to 5:30 PM local time) Customers must provide the following information to the back-up call service:

- Caller's name, account name, call back phone number, email address, product type and version number, new or existing case. If existing case, provide case number.
- Description of the problem.
- Business Impact.

Note: Customer calls may be routed to the back-up call service during normal business hours, in the event all support agents are on another customer call.

**Customer Support Service-Desk:**

Our Technical Support team is happy to assist Actiance customers in answering product related questions, and in providing troubleshooting guidance and tips related to issues incurred with the licensed Actiance product.

**Response times**

Actiance is committed to rapid response to all Support Requests. All Support Requests can be tracked online by the authorized technical contact who opened the Support Request.

**Service-Desk Priority Levels:**

Actiance works with our customers to assign the appropriate priority to the **Service Request**. As the case progresses, the Actiance Customer Support team will inform you if the request no longer fits the definition of the original priority and may propose adjusting the priority level. Your feedback regarding any adjustment is important to us and we will try to give you advance notice of any plans to adjust the Priority level. However, if we are unable to contact you after repeated attempts to discuss an adjustment, we may temporarily adjust the assigned Priority Level while waiting for your response. Each Customer request submitted to the Support Service-desk is assigned a priority, based upon the following **Service Level Objective guidelines**:

Customer Support Service Request Service Level Objectives				
Priority	Description	Recommended Method of Contact	Initial Response Time	
			BCS	Standard/ Premium
Priority 1 (High)	<p>Critical production issue that severely impacts your use of the Actiance software in a live production environment and work cannot reasonably continue. The situation halts your business operations and no procedural workaround exists.</p> <ul style="list-style-type: none"> <li>The Actiance Product is down</li> <li>Data is corrupted or lost and must restore from backup</li> <li>A critical documented feature / function is not available</li> </ul> <p>Priority 1 issues require the customer to have dedicated resources available to work on the issue on an ongoing basis with Actiance.</p>	Must be reported via phone	<= 1 hour	<= 1 hour
Priority 2 (Medium)	Actiance Product functionality is degraded; the problem seriously affects the functionality of Production software. The product is operational, but only select features or a subset of end users are adversely affected. A certain function is somewhat disabled, gives incorrect results or does not conform to the specifications.	Phone, Online Support Community or Email	<= 2 hours	<= 4 hours
Priority 3 (Low)	Non-critical Product Maintenance, Configuration, or Troubleshooting requests, etc. The <u>customer can circumvent the problem</u> and use the system with only slight inconvenience. If during implementation the implementation is partially affected or if the issue affects a Test, UAT, SIT, pre-prod or Dev. instance.	Online Support Community or Email	<= 4 hours	<= 24 hours
Priority 4 (Info)	All other non-critical requests. A problem where your business operations have not been adversely affected or a minor condition or documentation error that has no significant effect on your operations; a suggestion for new features or an enhancement regarding the software.	Online Support Community or Email	<= 8 hours	<= 48 hours

Actiance will provide continuous efforts (24x7x365) to resolve Priority 1 reported issues until a workaround or resolution can be provided or until the issue can be downgraded to a lower priority.

#### When will Support close your Support Request?

Support Engineers will only close cases when the issue is resolved, and with your confirmation, unless:

- Support has tried repeatedly to contact you, and you have not responded.
- A timescale has been agreed in advance for when the case can be closed if we have not heard from you.

## Internal Escalation

While Actiance makes every effort to ensure that problems are resolved as quickly as possible, it understands that Customers' expectations may not always be met. If for any reason the Customer is dissatisfied with their support experience or does not receive a resolution of their reported issue within a reasonable time frame, they may escalate their concern or question directly to anyone listed in the Internal Escalation list below. Customers can request the current support engineer to escalate the issue to Support Escalation Management. (Support engineers are required to automatically escalate any issues to the next level within Actiance's escalation chain immediately upon the request of the Customer.)

The escalation path includes the following people/teams:

- **Escalation Manager/Support Leadership Team:** [SupportEscalation@actiance.com](mailto:SupportEscalation@actiance.com)
- **APAC/EMEA Support Sr. Manager:** Anil George, [ageorge@actiance.com](mailto:ageorge@actiance.com)
- **Americas/Canada Support Manager:** Patricia Knox, [pknox@actiance.com](mailto:pknox@actiance.com)
- **Business Critical Support, Sr. Manager:** John Fox, [jfox@actiance.com](mailto:jfox@actiance.com)
- **Senior Director, Worldwide Customer Support:** Peter Klahr, [pklahr@actiance.com](mailto:pklahr@actiance.com)
- **SVP, Worldwide Customer Success:** Leo Haasbroek, [lhaasbroek@actiance.com](mailto:lhaasbroek@actiance.com)
- **CEO:** Kailash Ambwani, [kambwani@actiance.com](mailto:kambwani@actiance.com)