

## SPECIFIC TERMS SOFTWARE

### SUPPORT TERMS

These Support Terms supplement the Specific Terms – Software available under [Specific Terms - Software](#) and supersede any conflicting terms for the Software and related Support subject of these Support Terms.

Capitalized terms used but not defined in this document will have the meaning defined in the Specific Terms – Software and the General Terms.

#### Introduction

Company support team:

- supports in resolving of disruptions (**Incidents**)
- answers questions about (functioning of) Company's Clientele Product portfolio (**Service Request**)
- advises on the use of the functionalities in the Software with the aim of optimally connecting the configuration to Customer's requirements and wishes (**Service Request / Expert Sessions**)
- processes and implements standard changes requested from the Service catalogue (**Change Request**)
- passes all other questions on time and accurately to the right department (**Single Point of Contact**).

#### Contact Details

Medium	Link / Contact
Email	<a href="mailto:servicedesk@mproof.nl">servicedesk@mproof.nl</a>
Service portal	<a href="https://servicedesk.mproof.nl/">https://servicedesk.mproof.nl/</a>
Telephone	+31 70 5115528

#### Support Plan

	Standard support plan
Business Hours	Monday till Friday from 9 AM till 5 PM
Extra Support for Priority 1 Incidents	-
Right to receive Support in case of Incidents	Yes
Right to receive Support in case of service requests <sup>1</sup>	Yes
Right to receive expert sessions <sup>2</sup>	-
Reporting by Phone	Yes, during Business Hours
Reporting by mail	Yes ( <sup>24</sup> /7)
Reporting through the service portal	Yes ( <sup>24</sup> /7)
Maximum number of authorized Support contacts (functional administrators) <sup>3</sup>	2

#### Support Provision

The Company Support team provides support for incidents, service requests and change requests related to Company's Clientele Product portfolio.

#### Incidents

An incident is any event where the operation of Company's Clientele Product portfolio deviates from the intended functioning. Support related to Incident that occurs in one or more applications from Company's Clientele Product portfolio is covered by this Support plan. The resolution times that apply differ per priority. Priority is determined based on impact and urgency.

Company applies the following Impact and Urgency classification:

Impact	Urgency
1. Organisation	1. Can't operate
2. Department	2. Operates partially
3. Employee	3. Is inconvenient

<sup>1</sup> Service requests are divided in 3 levels. Level 1 and 2 are subject to standard Support plan. Level 3 service requests will be taken care of in the form of a expert session.

<sup>2</sup> Expert sessions are not subject to the standard Support plan. They can be purchased separately. The Company Support team can inform Customer further about this.

<sup>3</sup> Changes in the assigned persons can be requested through the service portal by the primary contact person.

Based upon a combination of impact and urgency the priority level will be determined. The table below shows Company's priority-matrix times per priority.

	<b>Impact – 1</b>	<b>Impact – 2</b>	<b>Impact – 3</b>
<b>Urgency – 1</b>	Priority 1	Priority 1	Priority 3
<b>Urgency – 2</b>	Priority 2	Priority 3	Priority 4
<b>Urgency – 3</b>	Priority 3	Priority 4	Priority 5

Depending on the priority level, different resolution times apply. The table below shows the applicable resolution times per priority. The indicated resolution times apply from the moment that Company has received Customer's support request in writing, with due observance of the business hours from Monday to Friday from 09:00 to 17:00.

<b>Priority</b>	<b>Standard Support plan</b>
Priority 1	16 hours
Priority 2	24 hours
Priority 3	40 hours
Priority 4	80 hours
Priority 5	Best effort

### Service requests

Questions regarding the operation of a (component of) application (component) are handled by Company as a Service Request (request for information). Company applies 3 levels of Service Requests.

Service Requests applicable to all levels are processed on a best effort basis. Regarding Service Requests no resolution times apply.

<b>Level 1</b> <b><u>General Application Use</u></b>	<b>Level 2</b> <b><u>Advanced Application Use / General Integration and Configuration</u></b>	<b>Level 3</b> <b><u>Customer Specific Configurations, Integrations (Import, Export) and Reports</u></b>
Focus on the functionality for "regular" users of Company's Clientele Product portfolio (Clientele ITSM, Clientele Portal, Clientele Mobile and Clientele Performance)	Focus on functionality for functional administrators and process owners.	Focus on Customer-specific design issues.
Questions regarding the functioning or possibilities of standard functionality	Generic questions regarding the configuration and possibilities of agent tasks, module options, rights, supported processes	

### Change Requests

Change Requests regarding Company's Clientele Product portfolio can be requested from the service catalogue in Company's service portal. All submitted Change Requests will be processed by the Company Support team. Depending on the Change Request, specific lead times apply, and additional costs may be charged. Further information on this can be found in the description of the Change Request set forth in service catalogue.

### Out of Scope

The Company Support team is trained to resolve disruptions and answer questions about the Clientele Products. The following matters fall outside this scope and are therefore not covered by the Support plan:

- Disruptions caused by hardware problems in Customer's infrastructure. This includes, but is not limited to, network/internet problems, non-functioning or malfunctioning workstations, etc.
- Disruptions caused by (changed) settings, updates, or installations of Third-Party Product(s).
- Disruptions caused by insufficient Customer management. This includes, but is not limited to, restricting rights, the lack of maintenance plans, etc.
- Questions related to the management or configuration of Third-Party Product(s) including the software required by Company's Clientele Product portfolio. This includes, but is not limited to, questions regarding the management or configuration of Microsoft Windows OS, Microsoft SQL Server, Microsoft Exchange Server, Microsoft SharePoint Server, etc.

If the question cannot be answered or the issue cannot be resolved, an alternative route may have to be taken by Customer. The Company Support team can provide Customer with advice.

### **Required information for submitting a ticket**

The Company Support process has been optimized to have Customer's request be processed by the right person as quickly as possible. In the absence of the correct information, Customer's request cannot be properly assessed, and the process will be delayed. To prevent this, the Company's Support team sets a few requirements for a new request. At a minimum, Customer's request should contain the following information:

- Customer's contact details (if not the same as already known to Company)
- A short and clear description of the issue or question
- A clear statement regarding the impact (complete organisation, complete department of individual employee) and the urgency (cannot operate, operates partially, inconvenient).
- In case of an Error, a (detailed) description of the complete error message and – if possible – a description of the steps already undertaken prior to the submission of the ticket).
- In case of a bug, a detailed description of the issue and the steps to reproduce the issue.

If any of the details set forth above are not included in Customer's request, the Company Support team will be forced to put Customer's request on hold (reason: waiting for information to be provided by Customer), resulting in postponing the resolution date. Customer will be notified by indicating what information is required but missing. When Company received the missing information, Customer's request will be taken care of.

### **Reporting a bug**

In case of identifying a bug in Company's Clientele Product portfolio, Customer needs to submit a ticket with the Company's Support team including a detailed description of the issue and the steps to be undertaken to reproduce the issue.

The Company's Support team will verify all steps to understand if it concerns a bug, a functional request (Feature Request), a configuration error or a user error (Human Error).

If the issue can be defined as a bug, the Company Support team will submit a bug on behalf of Customer. The resolution of the bug depends on the seriousness, the status of the development cycle and the consequences of the functioning of the Product.

### **Feature Request**

The Company Product development team handles all Feature Requests subject to a process of reviewing, planning, developing and testing of Product improvements. The Company Product development team is responsible for Functional Requests, bugs, performance and security improvements and others. It may be though that Functional Requests will be pending for months or may even be subject to refusal.

### **Bank holidays**

During the following bank holidays the Company's Support team will not provide any support.

- January 1st
- Eastern days
- Kings Day
- Liberation Day
- Ascension Day
- Penecost days
- Christmas days

Company applies a maintenance window for the execution of necessary adjustments and improvements. These will be performed outside the default service window.

<b>Maintenance window</b>	Monday till Sunday between 20:00 en 06:00
<b>Maintenance Notification</b>	1 week (business days) before starting

Company Support can be subject to necessary adjustments and improvements.

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