

## SPECIFIC TERMS SUPPORT

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

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### 1. General

From Company's Customer Care Center ("Customer Care Center") customers are supported in the daily use of the applications implemented by Company ("Support services"). This goes beyond answering questions and resolving incidents. The Customer Care Center provides a range of services, with which Customer can entrust part or all of the management of Customer's service management environment to a Company specialist. This allows Customer to focus on its own objectives and ensure that Customer's service organization becomes an indispensable partner for its own customers.

### 2. Company's Support services

Subject to a valid Order, Support services will be provided by the Customer Care Center for:

- (i) Company's own integration services provision ("IV Integration Services") and/or
- (ii) for Customer's daily use of 4me cloud-based service management solution(s) that Customer has subscribed to under 4me's own license and support terms (unless otherwise agreed upon in writing) ("4me Service") and/or
- (iii) Configuration of the 4me Service by Company.

#### 2.1. Availability Customer Care Center

During normal office hours (CET 8.30 AM till 5.30 PM CET) Customer can reach the Customer Care Center in different ways for submitting Support services requests: by phone, email or via Company's Self Service Portal (preferably).

*Self Service* : <https://infravision.4me.com/>  
*By telephone* : +31 (0)85 0046154  
*Email* : [support@infravision.com](mailto:support@infravision.com)

**NOTE: If it concerns Priority Level "Top" requests for the 4me Service (4me Service is completely unavailable) outside normal office hours, Customer can reach 4me via email: [support@4me.com](mailto:support@4me.com).**

#### 2.2. Request Management

Company supports its customers from the Customer Care Center handling 3 types of requests:

- Request for Incident Resolution (Incident)
- Request for Information
- Request for Change

An **Incident**: to be reported via the "4me-trust" from Customer's environment linked to Company environment, by telephone to the Customer Care Center or via Company's Self Service Portal. An Incident needs to be reported to Company as completely as possible, including steps to enable reproduction. Company will handle the Incident according to the applicable Priority Level set forth below.

**NOTE: If it concerns a defect in the 4me Service, Company will escalate the Request for Incident Resolution to 4me and Company will follow up the Incident (Break-Fix Support).**

A **Request for Information**: to be reported in the same way as an Incident. A Request for Information will be handled by Company without any Priority Level applicable.

A **Request for Change**: to be reported in the same way as an Incident. A Request for Change is not part of standard Support services and therefore may be subject to a separated agreement.

**NOTE: if it concerns a Request for Change regarding the standard functionality of the 4me Service, Company will forward the request to 4me.**

### 2.3. Problem Management

If production disruptive Incidents occur more than once, the Customer Care Center will start an analysis through the registration of a problem record to determine whether these disruptions are related. If this analysis shows that the Incidents are (possibly) caused by the same underlying cause, the root cause analysis is started. This process is also started each time an Incident with Priority Level Top is registered. An RCA report of the analysis is added to the problem record.

### 2.4. Security Management

With regard to data privacy and protection of personal data, Company has taken technical and organizational measures to comply with the laws and regulations in this area.

In addition, Company has set up a separate Data Protection Service to support data privacy processes available to its customers (right to be forgotten, etc).

**NOTE: Company also uses the 4me Service for its Customer Care Center as a service management application, so that all security measures for registering and processing a request are identical to those of customers using the 4me Service themselves. These measures can be found on <https://www.4me.com/privacy-and-terms/>.**

### 2.5. Availability & Capacity Management

**NOTE: This only applies to Customer's daily use of the 4me Service. The availability and performance of the 4me Service can be followed online at <https://status.4me.com>. The figures shown will be leading for the measured performance and availability of the 4me Service.**

### 2.6. Reporting

Periodically a review will take place between the persons involved from Customer's side and an employee of the Customer Care Center regarding all services Company provides to Customer. The operational performance regarding the delivery of the Support services from the Customer Care Center will be discussed based on the dashboard set up for this purpose by Company. The dashboard contains data gathered from Support services provided.

### 2.7. Roles and responsibilities

<b>1st line support</b>	Responsible for the correct registration of the request and the monitoring and follow-up of the Support services inbox. Ensures that requests and Incidents are complete so that the request can be worked on.
<b>2nd line support</b>	Responsible for analyzing and resolving Incidents and requests on instruction of the Support services coordinator.
<b>Support coordinator</b>	Coordinates and follows up the handling of all incoming Incidents and requests.
<b>Service Support Manager</b>	Overall responsible for the Customer Care Center. Provides the customer reviews. Point of contact in case of any escalations.

### 2.8. Disputes and escalation

In the event of disputes and/or escalations, the following escalation model applies:

<b>First line escalation</b>	Service Support Manager	Jan Blanke j.blanke@onitnow.nl
<b>Second line escalation</b>	CTO	Gerben van Kesteren g.vankesteren@onitnow.nl

Reachable also via the Support services telephone number +31 (0)85 0046154.

**3. Service Level Agreement applicable to the IV Integration Service**

In addition to the Customer’s Support services set forth under 2., this Service Level Agreement only applies to the IV Integration Service.

**3.1. Summary**

**Short description:** **IV Integration Service hosted by the Company (cloud)**

The standard service level for the IV Integration Service offers an availability target of 99,5% during support office hours 8:30 AM - 5:30 PM CET (Monday to Friday) and 95% outside support office hours. The Resolution Target of an IV Integration Service disruption (i.e. an Incident that prevents multiple Users from using the IV Integration Service) is four (4) support office hours. In case of a disaster in the sense of IT Service Continuity Management, the IV Integration Service is automatically restored at the continuity location.

**Service hours:** 24 x 7 (Monday to Sunday)

**Support hours:** Monday to Friday from 8.30 AM to 5.30 PM CET

**Reliability:** <=3 outages / month

**Short description:** **IV Integration Service hosted by the Customer onsite (on premise)**

For onsite installations of the integration platform at Customer’s premises, the following service levels and response times apply to Errors that can only be traced back to the IV Integration Service and not to faults related to Customer’s infrastructure (hardware and operating system).

In case of an onsite implementation, Customer is at all times responsible for the correct operation of the hardware and the timely implementation of updates on the OS. Updates should always be discussed with Company before they are implemented. This also applies to security updates.

The standard service level for the IV Integration Service offers an availability target of 97,5% during the support office hours 8:30 - 17:30 (Monday to Friday). The Resolution Target of an IV Integration Service disruption (i.e. an Incident that prevents multiple Users from using the IV Integration Service) is four (4) support office hours. In case of a disaster the IV Integration Service is automatically restored at the continuity location, which location depends on where the IV Integration Service resides.

**IT Integration Service hours:** 24 x 7 (Monday to Sunday)

**Support hours:** Monday to Friday from 8.30 AM to 5.30 PM CET

**Reliability:** <=3 outages / month

**3.2. Response & resolution targets**

Top impact requests within target: 100 %

Low, Medium and High impact requests within target: >=80%

Priority level	Priority criteria	Support Hours 9x5	Response time*	Resolution time*
<i>Top (1)</i>	Service Down for Several Users	Mo to Fr 8:30 to 17:30 CET	Max. 1 hour	Max. 4 hours
<i>High (2)</i>	Service Degraded for Several Users	Mo to Fr 8:30 to 17:30 CET	Max. 9 hours	Max. 18 hours

<b>Medium (3)</b>	Service Down for One User	Mo to Fr 8:30 to 17:30 CET	Max. 18 hours	Max. 45 hours
<b>Low (4)</b>	Service Degraded for One User	Mo to Fr 8:30 to 17:30 CET	Max. 18 hours	Max. 90 hours

\* Response time and Resolution time are applicable within the Support Hours.

Resolution time is based on solution provision by Company, which may also be a workaround, and starts after the root cause has been determined.

### 3.3. Prerequisites

**Prerequisites:** In order to be able to perform the Support services properly, the following preconditions need to be met:

1. Company needs to be able to access the 4me environment/4me integrations through either a trust or a direct login into the 4me account.
2. Customer’s connected applications or integrations are operational.
3. Customer’s Support Request has to be clear and detailed with all necessary information to be able to start investigation.

Company cannot be held accountable for violations of the service level targets caused by the failure of Customer’s organization to meet one or more of the aforementioned prerequisites.

**Exclusions:** Company cannot be held accountable or liable for the performance of the internet. Example would be that the network connectivity between the integration platform environment and Customer’s environment is not performing correctly, with the result that the performance target is being violated or that the IV Integration Service is inaccessible.

**SLA review:** During each SLA review meeting special attention will be paid to service level targets (SLTs) that were violated during the past SLA evaluation term.

**Root Cause Analysis:** When a service level target (e.g. Availability or Resolutions) is violated, Customer can request in writing a report from Company that explains what the root cause of the violation(s) is and how to prevent that identical violations will occur in the future. For “Top” incidents a RCA will always proactively be performed by Company. Such a report shall be submitted within 1 month of receipt of Customer’s Support services request.

**Termination:** Unless agreed upon otherwise in writing between Company and Customer, the Support services will be provided for a 12 months period immediately after the “go live” of the IV Integration Service, subject to automatic renewal if not terminated by either party at least 2 months prior to the then current renewal date.

### 4. Service Level Agreement applicable to the 4me Service

In addition to the description of the Customer’s Support services set forth under 2, Company provides level 1 support services as part of the 4me Premium Support for the 4me Service based on 4me licenses purchased by Customer under the 4me Premium License Model.

Level 1 support services consists of being the initial point of contact for Customer seeking technical assistance, to address basic queries and resolve straightforward issues (“**Break-Fix Support**”). Any Customer’s request resulting in a higher level than level 1 will be forwarded to 4me who will then provide 4me Premium Support.

Company is only responsible towards Customer for the Break-Fix Support.

A copy of the current description can be provided to Customer on Customer’s written request. The 4me Premium Support can be subject to modifications.

### 5. Changes to Support

These Specific Terms – Support may be subject to updates or modifications from time to time at Company’s own discretion.