

## SUPPORT SCHEDULE FOR CLOUD SERVICES

This Support Schedule is part of the Agreement for Cloud Services between SMB Solutions Cloud Services and Customer.

### 1. DEFINITIONS

- 1.1. **"Go-Live"** marks the point in time from when, after set-up of the Cloud Services for Customer, the Cloud Services can be used by Customer for processing real data in live operation mode and for running Customer's internal business operations in accordance with its agreement for such Cloud Services.
- 1.2. **"Local Business Hours"** means 8 a.m. (08:00) to 6 p.m. (18:00) Monday to Friday excluding local holidays, in accordance with local time zone applicable to the Customer's address.
2. **"SMBS's Customer Support Website"** means SMBS's customer facing support website

## SCOPE OF SUPPORT AND SUCCESS OFFERINGS

- 2.1. General
  - 2.1.1. SMB Solutions Cloud Services offers the following:
    - a) SMBS standard support, cloud editions: Foundational engagement support as part of the Cloud Service with focus on customer interaction and case resolution.
  - 2.1.2. Beginning on the effective date of Customer's agreement for Cloud Services, Customer may contact SMBS's support organisation as the primary point of contact for support services.
- 2.2. Customer Interaction Centre languages: SMBS provides initial telephone contact for Customer Contacts through the SMBS support phone as published on the web site

### Mission Critical Support

| Feature                                                          | SMBS Enterprise Support, cloud editions                                                                                                                                                                      |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 24x7 mission critical support for P1 and P2 cases (English only) | Global case handling by SMBS for issues related to support, including Service Level Agreements for Initial Response, Ongoing Communications and Corrective Action Targets (as set forth in Section 3 below). |
| Non-mission critical support for P3 and P4 cases (English only)  | Available during Local Business Hours(as set forth in Section 3 below).                                                                                                                                      |
| 24x7 Customer interaction centre                                 | Support centre that customers may contact for general support related inquiries through the contact channels                                                                                                 |

| Feature                   | SMBS Enterprise Support, cloud editions                                                                                                                                            |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                           | described in Section 2.1.3.                                                                                                                                                        |
| Global support backbone   | SMBS's knowledge database and extranet where SMBS makes available content and services to customers and partners of SMBS only. This includes SMBS's Customer Support Website.      |
| End-to-end supportability | Support for cases that occur in integrated business scenarios consisting of SMBS Cloud Services or both SMBS Cloud Services and SMBS Software with a valid SMBS support agreement. |

## Learning and Empowerment

| Feature                                  | SMBS Enterprise Support, cloud editions                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Remote SMBS support content and services | Remote support content and services (e.g., Meet-the-Expert sessions) in various formats which may include live and recorded webinars, tutorials, best practices, self-paced learning materials and workshop-style interactive remote sessions. Content and session schedules are stated on SMBS's Customer Support Website. Scheduling, availability and delivery methodology is at SMBS's discretion. |
| Release update information               | Generally available documented summaries, webinars and videos provided by SMBS to inform and instruct customers on new product release changes. Self-service through web and community.                                                                                                                                                                                                                |

## 2.3. Collaboration

| Feature                                                        | SMBS Enterprise Support, cloud editions                                                                                                             |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| SMBS support advisory services                                 | Access to experts who help customers with support-related requests and advise on the appropriate SMBS Support content and services for their needs. |
| Support via chat                                               | Available during business hours in English language for non-Mission Critical Support issues, where available for the Cloud Service.                 |
| Support via web and platform for social business collaboration | Access to SMBS's Customer Support Website, including social media-based empowerment and collaboration, with peers and SMBS experts.                 |

| Feature                       | SMBS Enterprise Support, cloud editions                                    |
|-------------------------------|----------------------------------------------------------------------------|
| Support and success reporting | SMBS Enterprise Support reporting ad hoc reports are available on request. |

#### 2.4. Innovation and Value Realisation

| Feature                           | SMBS Enterprise Support, cloud editions                                                                                                      |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Proactive checks proposed by SMBS | Support services, providing recommendations for the specific customer situation. Such services are delivered remotely upon Customer request. |
| Product roadmaps                  | Self-service through web.                                                                                                                    |
| Refresh of test instance          | Self-service or request through web for initiating the refresh as offered and required by respective solution.                               |

## CUSTOMER RESPONSE LEVELS

#### 2.5. SMBS responds to submitted support cases as described in the table below.

| Priority | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Response Level                                                                                                                                                                                                                                                                 |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| P1       | <p>Very High</p> <p>A case should be categorised with the priority "<b>very high</b>" if the problem has very serious consequences for normal business processes or IT processes related to core business processes. Urgent work cannot be performed. This is generally caused by the following circumstances:</p> <ul style="list-style-type: none"> <li>a) a productive service is completely down;</li> <li>b) the imminent system Go-Live or upgrade of a production system cannot be completed;</li> <li>c) the customer's core business processes are seriously affected</li> </ul> <p>A workaround is not available for each</p> | <p>Initial Response: Within 1 hour of case submission.</p> <p>Ongoing Communication: Unless otherwise communicated by SMBS, once every hour.</p> <p>Corrective Action Target: SMBS to provide for cases either a resolution; or workaround; or action plan within 4 hours.</p> |

| Priority | Definition                                                                                                                                                                                                                                                                                                                                                                                                                             | Response Level                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>circumstance.</p> <p>The case requires immediate processing because the malfunction may cause serious losses.</p>                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| P2       | <p>High</p> <p>A case should be categorised with the priority "<b>high</b>" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SMBS service that are required immediately.</p> <p>The case is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow.</p> | <p>Initial Response: Within 4 hours of case submission.</p> <p>Ongoing Communication: Unless otherwise communicated by SMBS, once every 6 hours.</p> <p>Corrective Action Target: SMBS to provide for cases either a resolution; or workaround; or action plan within 3 business days.</p>                                                                                                                                                     |
| P3       | <p>Medium</p> <p>A case should be categorised with the priority "<b>medium</b>" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the SMBS service.</p>                                                                                                                                                                                                                         | <p>Initial Response: Within 1 business day of case submission.</p> <p>Ongoing Communication: Unless otherwise communicated by SMBS, once every 3 business days for non-defect Issues and 10 business days for product defect issues.</p> <p>A non-defect issue is a reported support case that does not involve a defect in the applicable Cloud Service and does not require engineering, development or operations personnel to resolve.</p> |
| P4       | <p>Low</p> <p>A case should be categorised with the priority "<b>low</b>" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the SMBS service that are not required daily or are rarely used.</p>                                                                                                                                                      | <p>Initial Response: Within 2 business days of case submission.</p> <p>Ongoing Communication: Unless otherwise communicated by SMBS, once every week.</p>                                                                                                                                                                                                                                                                                      |

2.6. The following types of cases are excluded from customer response levels as described above:

- a) cases regarding a release, version or functionalities of Cloud Services developed specially for Customer (including those developed by SMBS Custom Development or by SMBS subsidiaries or individual content services);

- b) the root cause behind the case is not a malfunction but missing functionality (development request);
- c) the case is a consulting or how-to request.

### **3. CUSTOMER RESPONSIBILITIES**

#### **3.1. Customer Contact**

3.1.1. Customer shall designate at least 2 and up to 5 qualified English-speaking contact persons per Cloud Service (each a "**Customer Contact**"). Customer Contacts include designated support contact, authorised support contact, key user, application administrator or system administrators whose roles within specific Cloud Services are authorised to contact or access the Customer Interaction Centre, SMBS Support Advisory Services and Mission Critical Support services.

3.1.2. The Customer Contact is responsible for managing all business-related tasks of the Cloud Service related to Customer's business, such as:

- a) support end users and manage their cases. This includes searching for known solutions in available documentation and liaising with SMBS in the event of new problems;
- b) manage background jobs and the distribution of business tasks across users (if available);
- c) manage and monitor connections to Customer's third-party systems (if available);
- d) support the adoption of the Cloud Service.

#### **3.2. Contact Details**

Customer will provide contact details (in particular, e-mail address and telephone number) by which the Customer Contact or the authorised representative of the Customer Contact can be contacted at any time. Customer will update its Customer Contacts for a Cloud Service through SMBS's Customer Support Website. Only authorised Customer Contacts may contact SMBS's support organisation.

#### **3.3. Cooperation**

Customer Contact shall reasonably cooperate with SMBS to resolve support cases and will have adequate technical expertise and knowledge of its configuration of the Cloud Services to provide relevant information to enable SMBS to reproduce, troubleshoot and resolve the experienced error.

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END

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