**SUPPORT POLICY FOR INTELSYS CLOUD SERVICES**

This Support Policy for Intelsys Cloud Services is part of an Agreement for certain Intelsys Cloud Services ("Agreement") between Intelsys and Customer.

**SUPPORT AND SUCCESS PLAN SERVICES**

Intelsys Support is included in the subscription fees for Intelsys Cloud Services stated in the Order Form unless alternative support terms are specified in the Supplemental Terms for the Cloud Service.

**1.     SCOPE OF THE SUPPORT**
Foundational engagement support with focus on customer interaction and issue resolution:
- 24x7 Mission Critical Support for P1 and P2 issues (English only)
- Non-Mission Critical Support for P3 and P4 issues during business hours (English only)
- Customer Interaction Center 24x7

**2.     CUSTOMER INTERACTION CENTER LANGUAGES**
Intelsys Support provides initial telephone contact for Customer Contacts through the Intelsys one support phone number +3726080501 in English language. Issues which lead to a support case which is processed by specialized technical support engineers or any support by a third party are in English only.

**3.     CONTACTING SUPPORT**
Beginning on the effective date of a customer's agreement for Cloud Services, that customer may contact Intelsys' support organization as the primary point of contact for support services.

For contacting Intelsys' support organization, the current preferred contact channel for Intelsys Enterprise Support is the Intelsys Support Portal at https://intelsys.worketc.com/.

**4.     CUSTOMER RESPONSE LEVELS**
Intelsys responds to submitted support cases (also referred to as "case", "incident", or "issue") asdescribed in the table below.

| Priority | Definition | Response Level |
|---|---|---|
| P1 | **Very High:** An incident should be categorized with the priority "very high" if the problem has very serious consequencesfor normal business processes or IT processes related to core business processes. Urgent work cannot be performed.<br><br>This is generally caused by the following circumstances:<br>-A productive service is completely down.<br>-The imminent system Go-Live or upgrade of a production system cannot be completed.<br>-The customer's core business processes are seriously affected.<br><br>A workaround is not available for each circumstance. The incident requires immediate processing because the malfunction may cause serious losses. | **Initial Response:** Within one hour of case submission.<br><br>**Ongoing Communication:** Unless otherwise communicated by Intelsys Support, once every hour.<br><br>**Resolution Target:** Intelsys to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within four hours. |

| P2 | **High**: An incident should be categorized with the priority "high" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the Intelsys service that are required immediately. The incident is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow. | **Initial Response:** Within four hours of case submission<br><br>**Ongoing Communication:** Unless otherwise communicated by Intelsys Support, once every six hours.<br><br>**Resolution Target:** Intelsys to provide for issues either a (i) resolution, or (ii) workaround or (iii) action plan within three business days |
|---|---|---|
| P3 | **Medium:** An incident should be categorizedwith the priority "medium" if normal business processes are affected. The problem is caused by incorrect or inoperable functions in the Intelsys service. | **Initial Response:** Within one business day.<br><br>**Ongoing Communication:** Unless otherwise communicated by Intelsys Support, once every three business days for Non-Defect Issues and ten business days for product defect issues. |
| P4 | **Low:** An incident should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the Intelsysservice that are not required daily, or are rarely used. | **Initial Response:** Within two business days of case submission for Intelsys Enterprise Support customers<br><br>**Ongoing Communication:** Unless otherwise communicated by Intelsys Support, once every week. |

The following types of incidents are excluded from customer response levels as described above: (i) incidents regarding a release, version and/or functionalities of Intelsys Cloud Services developed specifically for customer (including those developed by Intelsys Custom Development and/or by Intelsys subsidiaries, or individual content services); (ii) the root cause behind the incident is not a malfunction, but missing functionality ("development request") or the incident is ascribed to a consulting request ("how-to").

**5.     CUSTOMER'S RESPONSIBILITIES**
**5.1     Customer Contact.** In order to receive support hereunder, Customer will designate at least two and up to five qualified English speaking contact persons (each a "Customer Contact", "Designated Support Contact", "Authorized Support Contact", "Key User" or "Application Administrator" – system administrator roles within specific Cloud Services) who are authorized to contact or access the Customer Interaction Center:
(i)     Support end users and manage their incidents. This includes searching for known solutions in available documentation and liaising with Intelsys support in the event of new problems;
(ii)     Manage background jobs and the distribution of business tasks across users (if available);
(iii)     Manage and monitor connections to Customer's third-party systems (if available);
(iv)     Support the adoption of the Cloud Service.

**5.2     Contact Details.** Customer will provide contact details (in particular, e-mail address and telephone number) through which the Customer Contact or the authorized representative of the Customer Contact can be contacted at any time. Customer will update its Customer Contacts for an Intelsys Cloud Service through the Intelsys Support Portal at https://intelsys.worketc.com/ or the respective contact channel mentioned in section "Contacting Support" above. Only authorized Customer Contacts may contact Intelsys' support organization.

**5.3     Cooperation.** To receive support services, Customer will reasonably cooperate with Intelsys to

resolve support incidents, and will have adequate technical expertise and knowledge of its configuration of the Intelsys Cloud Services to provide relevant information to enable Intelsys to reproduce, troubleshoot and resolve the experienced error such as e.g. reference ID, issue examples, screenshots.