

# Support Agreement

Effective Date: January 1<sup>st</sup> 2025



Syskit's Support is included to all customers at the time that your license is purchased. Below are the terms and conditions of the Support agreement, applicable to Syskit customers for the time of the active subscription license. Customers who do not have an active license are not entitled to the support.

## 1 Support

As noted on our website, Syskit offers Support to end-users for the period of the active subscription license. Support includes: (1) any generally released updates, patches, and bug fixes for the Software ("Updates") when and if released at Syskit's sole discretion, (2) Standard Support, (3) web-based support, email, live chat and phone support.

## 2 Renewal Notices

Syskit sends out renewal notices to the registered email on file according to the following schedule: (a) 30 days prior to the expiration, (b) on the day of expiration, and (c) final notice occurs 30 days after expiration has occurred.

## 3 Failure to Renew

End-users without the active subscription license are not entitled to technical support and free updates. If the license is not renewed before the expiry of the current active period, renewal won't be possible on a later note. If you choose to purchase at a future date, it is not payable retroactively, and the new license should be purchased.

## 4 Software Updates

Syskit shall provide updates (commercially available to all customers) applicable to the Software for which the customer is currently licensed. The customer must be current in payment and have an active subscription license in order to receive updates. Updates are applied automatically when they become available. During the update process users can experience short service disruption. These updates are communicated on our product websites, through email campaigns (if you are subscribed).

## 5 Definitions

While Syskit’s support team works diligently to resolve all issues expediently, there are times when triage is necessary. The support team will use all reasonable efforts in the diagnosis and resolution of errors, in accordance with the specifications set forth in this agreement. “Error” means the failure of the Software to conform to the technical specifications as defined in the technical documentation applicable to the Software, as delivered by Syskit, to the customer.

<b>Error</b>	<b>Description</b>
<b>Urgent</b>	An error that renders the Software inoperable, critically affecting the customer’s business operations, data integrity and/or users, and for which the customer has not been able to establish a workaround. Urgent level support is reserved for technical difficulties involving Software that is already installed and operating in production environments.
<b>High</b>	An error that causes the Software to be severely limited or degraded, significantly affecting the customer’s business operations and user productivity, and for which the customer has not been able to establish a workaround.
<b>Normal</b>	An error that causes the Software to be limited or degraded, but where a customer’s business operations and user productivity can substantially continue, or for which the customer has a workaround or alternative configuration.
<b>Low</b>	An error that has no significant adverse effect on use of the Software.

## 6 Error Resolution/Escalation Support Stages

<b>Support Levels</b>	<b>Description</b>
<b>Level 1 Support</b>	All errors start at this stage. To determine the root cause of the issue, our support team will need specific error messages, event logs and screenshots, and the Software version you are using. The goal of Level 1 Support is to get a complete description of the symptoms, configuration information, revision level information, and details on reproducibility of the error.
<b>Level 2 Support</b>	An error that causes the Software to be limited or degraded, but where a customer’s business operations and user productivity can substantially continue, or for which the customer has a workaround or alternative configuration.
<b>Level 3 Support</b>	An error that causes the Software to be severely limited or degraded, significantly affecting the customer’s business operations and user productivity, and for which the customer has not been able to establish a workaround.

## 7 Standard Support

Standard Technical and Customer Support	
Hours of Coverage	Standard Support Hours
Available Support Channels	Web, Phone, Email and Chat
Number of Cases	20 per Year
Remote Assistance	NA
Standard Support Hours	Support is provided Monday–Friday between the hours of 8AM–12AM CET. Support is not available on Saturday, Sunday, or any major US holidays.
Phone	<b>US:</b> +1 (631) 898-5848 <b>Europe:</b> +44 203 838-0882 <b>Croatia:</b> +385 1 889-2229
Online Support	Customers can submit online web-based support requests 24/7 at <a href="https://support.syskit.com">https://support.syskit.com</a> . *We strongly encourage existing and potential customers to use the online support service to submit technical requests, as this assigns ticket numbers, and provides a means for tracking your ticket and the responses.
Knowledge Base	Our Knowledge Base is also a great place to start to troubleshoot commonly known issues. You can find it at help pages for each product site.

## 8 Reseller Support Contacts

Customers who purchased Software through an authorized reseller are able to contact their reseller directly when a technical issue arises. Those designated contacts are expected to relay the technical support-related issues and communications immediately to Syskit. However, we invite all customers to contact Syskit directly, as this might be faster.

## 9 Support Request Acknowledgment

After submitting a web-based support request, the requester will receive an initial acknowledgment that will include confirmation of receipt of the support request by Syskit and the assignment of a tracking number for that support request.

## 10 Response, Resolution, and Escalation

Syskit shall use commercially reasonable efforts to respond to support requests. Normal response times vary from 8 hours to 48 hours, depending upon the time received. The “response time” is the maximum time elapsed between receipt of the support request by Syskit’s technical support team and when Syskit expects to provide an initial response to your support request.

SLA	Initial response time	Ongoing response time
Urgent	8 business hours (during support working hours)	1 business day or as agreed
High	1 business day (during support working hours)	2 business day or as agreed
Normal	2 business days (during support working hours)	7 business day or as agreed
Low	2 business days (during support working hours)	7 business day or as agreed

## 11 Customer Cooperation and Obligations

### 11.1

The customer must grant access to the deployed Syskit Software, if it requires Syskit’s assistance in resolving any error, including replicating the error and retrieving relevant service application, action or audit log, and diagnostics file data relating to the error, as required. In the event where diagnostics or changes are required on the application database to determine or resolve a problem, Syskit requires a signed access consent for an arranged limited time period. Access granted by the customer is a prerequisite for any assistance; without this, Syskit is not able to assist the customer in resolving any of the mentioned issues. Additional technical information may be required from the customer to resolve an error and any delays in providing that technical information may impact the resolution time.

### 11.2.

To receive the most effective support, the customer agrees to promptly accept applicable Software updates provided by Syskit. Failure to accept such updates may render the Software unusable or non-conforming to the applicable documentation. Syskit’s ability to

provide technical support and maintenance services to the customer may be limited if the customer has not properly implemented all updates provided.

### 11.3.

If the customer requests Syskit to provide technical support and maintenance services for (a) problems caused by the customer's use of the Software outside the scope of the Software license or documentation, or by any changes or modifications to the Software not authorized by Syskit, (b) problems caused by any changes to the customer's system environment, or (c) any problem for which Syskit is not obligated to provide technical support and maintenance services, those technical support and maintenance services are subject to the availability of Syskit personnel and will be billed to the customer at Syskit's standard time and materials consulting rates at the time of such service.

## 12 Limitations

### 12.1

Syskit shall have no obligation to correct errors or respond to support queries arising from a customer's negligence, misuse or impermissible alteration of the Software or the combination or merging of the Software with Software not identified as compatible in the applicable product documentation.

### 12.2.

Syskit reserves the right to modify the terms and conditions applicable to the Support at any time with 1 (one) month prior notice; provided, however, that any such modification may not materially increase a customer's obligations nor reduce Syskit's obligations with respect to the Support for the duration of such customer's active subscription term.