SUPPORT AND SERVICE LEVELS

Anomaly

Refers to the unknown cause of a significant incident, or multiple incidents with the same symptoms, affecting the proper functioning of the Customer's information system or business.

API

Or Application Programming Interface
refers to a software interface that "connects" one piece of software or service to another in order to exchange data and functionality.

Availability or Availability Rate

Refers to the percentage of time during a calendar month that the Application Solution is accessible in production. It is calculated as follows: Availability rate = Total number of minutes during which the Application Solution was actually available / (Total number of minutes per calendar month – number of minutes of Planned Downtime)

Additional request

Refers to a request made by the Customer and qualified as such by the Provider's support department, as the request isn't including in the scope of the Subscription Contract. The Complementary Request will be invoiced separately.

Customer request

Refers to a request from a Customer that is qualified as such by the Provider's support department because it is including in the scope of the Subscription Contract.

Correction

Refers to a modification made to the Services, with the goal of resolving a particular Anomaly. This Anomaly can be a security vulnerability or another defect that affects the normal functioning of the Services.

Customer Ticket

Refers to a customer's request to Provider's Support. After analysis, Provider's Support will qualify the Customer Ticket regarding to the following categories: Customer Request, Additional Request, Customer Incident, GENERIX Incident.

GTI

Or Guaranteed Response Time
Refers to the guaranteed intervention time, meaning the maximum acceptable duration for an intervention team to react to an incident or a request for support.

GTR

Or *Resolution Time Guarantee*
Refers the guaranteed resolution time, calculated between the creation of the support ticket in the Provider incident management system and the change of the incident ticket status to "Resolved" during the hours of the level of the Support subscribed to by the Customer. The waiting time for information requested from the customer is deducted from the resolution time.

Incident

Refers to any event that causes, or may cause, an interruption or reduction in the quality of the Services.

Customer incident

Refers to an incident having generated a Customer Ticket with the Provider's Support department, the causes of which, following an analysis by the Support department, are not due to the Services of the Provider, but are (i) due to the Customer (including the Users), (ii) due to any third-party entity having any link with the Customer, (iii) due to a service provider of a partner of the Customer.

GENERIX Incident

Refers to an incident which has generated a Customer Ticket with Provider's Support, the causes of which, following an analysis by Support, are found to be inherent to Provider's Services.

Planned Downtime	Refers to a scheduled maintenance of Services or a deliberate Services shutdown in agreement with the Customer.
Unplanned Downtime	Refers to the period during which the Application Solution is unavailable, measured in minutes from the moment where the Application Solution becomes unavailable until it becomes available again through a resolution or an alternative solution.
Update	Refers to a change made to the Application Solution by the Provider in order to improve its functionality, performance, security or stability.
Resolution	Or *restoration of service* Refers to the elimination of the root cause of an Anomaly through the delivery of a Fix or the implementation of a workaround.
RPO	Or *Recovery Point Objective* Refers to the maximum amount of data lost, expressed in time, between the last data backup and the time of the Incident.
RTO	Or *Recovery Time* Objective Refers to the maximum time required to restore normal operations after a failure or data loss
Services Levels	Or *SLA, the acronym for "Service Level Agreement"* Refers to the deadlines and quality standards for the Services, expressed by values agreed by the Parties and described in the Subscription Contract in Appendix "SLA, feature pack and options". The Service Level covers three main indicators: service availability, processing performance and incident Resolution times.
Unavailability	Refers to the unplanned period during which Users are unable to use all or part of the Services.
Version	Refers to a specific instance of a configuration item or service. This may relate to software, an application, hardware, a document, or any other component managed within the IT infrastructure.

1. Role of Support

Support consists of identifying, analyzing and dealing with incidents or requests detected. It includes activities such as diagnosis, implementation of workarounds, making corrections, and updating documentation.

Support takes charge of:
- All Customer requests reported on the Provider's portal and all alarms from the monitoring systems concerning the availability of the Services, the infrastructure or the processing of Data. Its objective is to maintain the Services in production at their operational level, in accordance with the contractual performance commitments.
- All requests from the Customer concerning the declaration of Anomalies identified and reproduced by the Customer. It consists of application support relating to the use of the Services under the conditions defined during configuration.

Support does not cover assistance with use, training needs or the configuration of the Services. Technical and functional support services are provided in French and English, unless otherwise specified in the Subscription Contract.

These support services are provided by technical experts and software experts.

2. Conditions of access to the Support

The Customer benefits from the Support:
- if they are up to date with payment of invoices related to the Services provided by the Provider and

- if they have agreed to upgrade the Solution (the latest version or one of the two (2) immediately preceding versions of the Solution delivered to the Customer) in accordance with Provider's recommendations and offers (see Article 10 of this Appendix).

The Services, as described in this document, refer to the Customer's Subscription covered by the Subscription Contract(s).

Furthermore, the Service Levels described in the Subscription Contracts apply only to production environments. A production environment refers to the environment in which Services are commissioned for use by end-users, using the Customer's business data, created, managed and used for its own business.

3. Creating a Customer ticket

The Customer has two (2) different channels for contacting the Support:

- For all Customer requests: the Provider's portal (mygenerixsupport.com) or any other tool recommended by the Provider.
- For GENERIX Incident P1 – CRITICAL: the Provider's portal and/or the telephone or any other tool recommended by the Provider.

4. How to process a Customer ticket

Each Customer Ticket is analyzed by the Support, which qualifies the customer's request according to the following four categories: GENERIX Incident, Customer Incident, Customer Request, Additional Request.

Depending on the analysis carried out by the Support, the latter will qualify the request and process the Customer Ticket in accordance with the terms of this Appendix.

The Support follows up each Customer Ticket and adds the following information to the Ticket: the time the Customer Ticket is taken into account, the qualification of the request according to one of the four categories, the interactions with the Customer and the answers provided by the Support.

5. Support hours

Support hours are specified in the Subscription Contract.
Any extension of Support hours may be specified in the Subscription Contract(s).

6. Service Level

The Services Level selected is specified in the Subscription Contract.

7. Priority levels and resolution times for customer tickets

The Provider will respond, as part of its Support service, to Customer Tickets in accordance with the applicable priority level indicated in the priority level table of the selected Service level.

All Customer Tickets are assigned to a priority level by Support ranging from 1 to 4 depending on the nature of the request (Incident or Request):

- "P1 Incident" or Priority 1 Incident refers to any critical Incident that renders the Application Solution completely unusable or that significantly affects its functionality or security.
- "Incident P2" or Priority 2 Incident sounds any major Incident, i.e., any significant and/or frequent disruption to the functionality of the Application Solution, other than a critical (P1) or minor (P3) Incident.
- "P3 Incident" or Priority 3 Incident refers to any incident other than a Critical (P1) or Major (P2) Incident.
- Request (P4) refers to a Customer Request.

As the resolution of an Incident progresses, Support and the Customer agree to reassess the technical and business impact of the Incident and, if necessary, adjust the priority level of the Incident.

8. Support levels

Support levels are as follows:

- **Level 1 (N1):**
    - Obtain all the Customer information needed to resolve the Ticket.
    - Obtain the Customer's contextual information that led to the creation of the Ticket.
    - Reformulate the request.
    - Ensure first-level resolution by applying workarounds.
    - If this is not the case, ensure that Customer Tickets are directed to the right Provider's contact.
- **Level 2 (N2):**
    - Ensure the reformulation of Customer Tickets escalated by Level 1 Support.
    - Reproduce anomalies and draw up a document reproducing the anomaly before escalating to Level 3 Support.
- **Level 3 (N3):**
    - Ensure the implementation of functional and infrastructure patches, as well as any parameter/configuration adjustments.

9. Availability and service commitment

Service commitment

The Provider will make each Subscription available in the production environment at the percentages described in the summary table and according to the Services Level selected in the Subscription Contract, during each calendar month of the Subscription duration.

10. Solution Application Updates

The Services include the Updating of the Solution Application.

As part of a maintenance service, the Provider undertakes to make available to the Customer any new Update and Version made to the Business Process that it may publish throughout the duration of the Contract and to ensure that the Business Process as a whole continue to function, where applicable and for the purposes of taking into account new legislative or regulatory provisions applicable to them, as well as any technical developments made necessary by the publishers of operating systems, middleware necessary for the functioning of Business Process and/or IT security.

The Provider reserves the right, at any time, to improve or add functionalities to the Business Process.

The Provider shall ensure that any Correction, Update or Version relating to the Business Process does not degrade their functionality and/or performance; The Provider shall ensure that the Business Process do not regress.

The Provider undertakes, if necessary, to provide the Customer with Documentation updated with any Updates and Versions.

The Customer will be notified by the Provider of any Version upgrade and will have one (1) month to test the new Version in its test environment. At the end of this period and in the absence of an Incident reported by the Customer, the Provider will put the new Update or Version into production.
The provision of Correction, Update, Version and Documentation are included in the Subscription price. They are installed solely by The Service Provider on its technical infrastructure.

The Provider shall not be held liable for any modifications to the Services made by a third party other than the Provider.
Any code developed by the Customer must use the APIs published or approved by the Provider to access the Solution Application.

Updates management

Type of Updates	Description	Calendar
Unplanned Downtime	The Provider reserves the right to perform an unplanned update to correct security incidents or critical incidents (priority 1 / P1). The Provider considers this update to be non-postponable. During this update, any user attempting to access the Services will be informed that the Services are unavailable. The Provider will notify the Customer of the Unplanned Update by email as soon as possible. The Customer may refuse or postpone this Update. In this case, the Customer shall bear all the consequences of this refusal or postponement.	If necessary
Planned Downtime	The Provider may perform any type of Update it deems useful. The downtime will be communicated to the Customer in advance. The Provider shall inform the Customer of the planned Update by email. GENERIX shall send an initial notice seven (7) calendar days or more before the planned Update. The Provider will also send a reminder notice 24 hours before the planned Update. The Provider sends a final notification at the end of the Update confirming that the Service is back up and running.	Once per quarter And/or The first Monday of every month from 8 pm to 10 pm And/or Agreed with the Customer