

Support Policy

Scope

1. Subject to due payment of all applicable fees by Customer, TEAM agrees to provide access to and use of the Product Support on a non-exclusive basis pursuant to the terms and conditions of the Agreement.
2. The Product Support includes Updates and other basic support for the Software Service, including without limitations issue solving and troubleshooting. The Product Support does not cover any Professional Services or further development that requires purchasing of additional Enhanced support services. The Product Support shall only cover the standard version of the Software and does not cover any Third-Party Services or customized software application developed by TEAM for Customer. Support for customizations and customer-specific software requires procuring and agreeing on additional Enhanced support services.
3. Customer is entitled to use software Updates provided by TEAM during the validity of the Subscription.

Support/Problem Resolution

TEAM will provide Tier 1 support to Customer. TEAM's Support Staff will assist Customer with requests using the following steps and procedures to track client interactions based on priority, including requests from concerning:

- Installation, including installation of administration tools;
- Troubleshooting of a software program: and
- Cases where the software is not functioning as documented.

Support Escalation

TEAM shall also provide second level technical support for Customer. TEAM shall: (a) correct all reported errors or create workarounds, (b) provide remote (phone and online) support during TEAM's normal working hours which are 9:00 AM to 5:00 PM US Central Time/Australia Eastern Time/Central European Time, Monday through Friday, excluding national holidays, and (c) provide online access to technical support bulletins and other user support information.

TEAM shall respond to and resolve the Priority Levels set out below in the time periods described below:

Priority Level	Description
Severity Level 1 (Critical)	"Severity 1 Issue" describes an error in the Software operating in a live, production environment, where such error has caused the use of the Software or a significant component thereof to stop or to substantially deviate from the specifications set forth in the documentation such that the user cannot reasonably continue to use the Software for its intended business purpose and there is no immediate work around or resolution available to make the Software operable.
Severity Level 2 (Severe)	"Severity 2 Issue" describes an error in the Software operating in a live, production environment or, during efforts to deploy the Software in a live, production environment, where such error does not cause the use of the Software or a significant component thereof to cease, but is causing a serious business impact on the user's productivity or service levels. An error in the Software operating in a non-live or non-production environment which causes the Software or a significant component

	thereof to stop or to substantially deviate from the specifications set forth in the Documentation may be considered a Severity 2 issue as well.
Severity Level 3 (Medium)	“Severity 3 Issue” describes a condition which allows the Software to be in full working mode during any stage of deployment but may cause immediate impacts to operations or usability which are desirable to resolve. General questions are usually considered to be Severity 3 as well.
Severity Level 4 (Low)	“Severity 4 Issue” describes a condition which is causing the Client’s use of the Software to be inconvenient or less aesthetically pleasing than desired.

The following response and fix times are applied:

Priority Level	Initial Response
Severity Level 1 (Critical)	Within 4 business hours
Severity Level 2 (Severe)	Within 6 business hours
Severity Level 3 (Medium)	Within 1 business day
Severity Level 4 (Low)	Within 2 business days

The initial response will consist of:

- A suggested resolution to the problem;
- A request for more detailed information or clarification, which will enable TEAM to determine the appropriate course of action; or
- Notification of the estimated time for providing the user with further information, resolution, or a workaround, as appropriate.

CONTACTING SUPPORT

1. Customers may submit new service requests via the TEAM support web site <https://teamanz.atlassian.net/servicedesk/customer/portal/TBD>.
2. Customers may submit service requests, via phone, by calling 800.544.9408.

Customers may submit service via email by using their customized email address or support@teamim.com.

DESIGNATED CLIENT CONTACTS

Customer's support requests must be routed through up to 2 of the Customer's designated contacts, Customer will name one (1) primary support contact and one (1) back-up contact for Product Support. Any changes regarding the named support contacts communicated to TEAM without delay.

MAINTENANCE OF SOFTWARE SERVICE

- TEAM shall have the right to suspend the provision of the Software Service for scheduled maintenance breaks. The time used for the scheduled maintenance breaks shall not be taken into consideration when calculating the Availability. TEAM may carry out maintenance for servers on the third Sunday of the month, between 8 am and 2 pm UTC on servers outside Europe and between 10am and 4pm UTC on servers in Europe.
- Additionally, automatic scheduled database optimization tasks, which may affect the Availability, are started once a week every Sunday. The starting time depends on the region of Customer:
 - Servers in Europe: 12 midnight – 2 am UTC
 - Servers in North America: 8 am – 10 am UTC
 - Servers in Asia: 2 pm – 4 pm UTC
- TEAM may schedule additional maintenance breaks e.g. to fix an issue with the Server Software and will inform Customer of the same if the tasks may have an effect on the Availability no later than two (2) days before performing such tasks. TEAM shall further have the right to suspend the provision of the Software Service for a reasonable period of time as an emergency action to recover e.g. from a data security issue that TEAM has become aware of, or to recover from a data network outage or other similar issue outside of TEAM' control. TEAM shall notify Customer of the schedule and estimated duration of such unscheduled maintenance breaks that suspend the Software Service in advance or, if this is not reasonably possible, without undue delay after M Files has become aware of such matter.
- Information regarding maintenance breaks will be sent by electronic mail to the email address Customer has supplied to M Files.

LIMITATIONS ON PRODUCT SUPPORT

TEAM obligations to provide Product Support shall apply only to versions supported by TEAM's Lifecycle Policy