Software Support Description

Secomo

Effective from November 1st, 2016

1 Software Support

Fabasoft offers 2nd and 3rd Level Support for Secomo operations at the customer.

1.1 Contact

The following options are possible for contacting the Fabasoft Support

- Secomo Management Interface
  Administrators of the Secomo can create a support request using the "Support" button in the management interface.

- Fabasoft Support Service Desk
  Fabasoft provides a ticketing system in the Fabasoft Public Cloud with restricted access only for the contact persons of the customer. This ticketing system enables a consistent and easy way for processing support requests with the Fabasoft Support. Status, progress and all relevant communication is transparently documented in each support request.

- E-mail and telephone
  Alternatively, support requests can be submitted to Fabasoft by e-mail or telephone:
  E-mail: support@fabasoft.com
  Telephone: Austria: +43 732 606162 0
                       Germany: +49 69 6435515 0
                       Switzerland: +41 31 310 06 30

1.2 Number of Contact Persons

The customer appoints up to five contact persons who will receive access to Fabasoft Support Services.

1.3 Number of Support Requests

The service package agreed with the customer entitles the customer to submit an unlimited number of support requests to Fabasoft per contract year.

1.4 Definition of Urgency Levels (Prioritization)

After transmission of the support request, the support expert at Fabasoft defines the urgency level for this request together with the contact person appointed by the customer. The impact of the problem on the customer's business operations is decisive here. The following table contains an overview of the different urgency levels:

Urgency level	Description
"A" – Critical	Failure or an equivalent impairment of the business processes with significant effects on the customer's business operations
"B" – Urgent	Time-critical problem with factual and/or functional impairment of the business processes; the customer's project development comes to a

	standstill.
"C" – Important	Important problem with effects on the customer's business operations

1.5 Reproduction

When submitting a support request, the customer shall include information that enables Fabasoft to reproduce the concrete problem. In particular, this includes:

- an overview of the support request with subject/brief information,
- a precise description of the error screen with the exact error message, exact error description, and the relevant use case, and
- a traceable, detailed specification of the steps that enables Fabasoft to reproduce the problem.

Should further information be required to reproduce the problem, this will be additionally requested by Fabasoft.

1.6 Service Levels

Within the framework of its support services, Fabasoft offers the customer the following times for the processing of support requests:

- Hours of operation: Fabasoft Support is staffed on working days (Monday to Friday) between 8 a.m. and 6 p.m. (hours of operation).
- Response time: The response time refers to the permitted number of hours (within the hours of operation) from the time when the support request is received by Fabasoft Support and the first response by Fabasoft.
- Solution time: The solution time refers to the permitted number of hours (within the hours of operation) before Fabasoft provides a suggested solution based on the concrete problem and in line with state-of-the-art technology. The measurement of the qualified response begins after technical clarification and specification of the problem, in particular, after reproduction of the concrete problem by Fabasoft. The time required for customer participation (for example, the time needed for the customer to provide any additional information requested) is not counted as part of the solution time. If, for technical and/or organizational reasons, it is not possible to provide a solution within the specified time (for example, it is not possible to reproduce the problem or it is necessary to create a hotfix), Fabasoft and the customer shall agree on a time for getting back in contact.

The following table contains an overview of the different response times, depending on the defined urgency level. The specified time intervals relate solely to the hours of operation. So if, for example, a support request with urgency level 'A' is received by the Service Desk at 9 p.m., the first response can be made by 10 a.m. on the next working day:

Urgency level	Response time per request	Solution time per request
"A" – Critical	< 2 hours	As fast as possible

"B" – Urgent	< 4 hours	< 1 working day
"C" – Important	< 8 hours	< 3 working days