Mindbreeze InSpire SaaS

Support Services Guidance

Valid from January 1st,2024

1. Definition

This list of definition is not exhaustive and terms that are not explicitly listed, their meaning can be deduced from the context of this guidance.

Agreement	means the Mindbreeze agreement for Mindbreeze InSpire. The Agreement includes an applicable Order Form, which references this Guidance.
Service	means Mindbreeze InSpire SaaS.
Business Hour	means one hour within Office Hours on a Working Day.
Client	means the contracting party of Mindbreeze.
Client Contacts	means up to three technical employees or search system administrators, which are named by the Client in written form. The Client Contacts are allowed to contact Mindbreeze for Technical Support Service.
Documentation	means proprietary documentation of Mindbreeze. This documentation will be made available by Mindbreeze to its Clients for use with the Service. Access to the documentation will be provided via the Management Center Help Desk.
Feature Request	if a Client makes a suggestion to Mindbreeze Technical Support Personnel, that is unique to a Client Contact and is unrelated to a Fix of Type A Request, Type B Requestor Type C Request.
	Feature Request are categorized as Type D Requests. They include Requests by Client Contacts to enhance an existing feature ore incorporate a new feature of Service.
Fix	means a solution, which includes a correction, alteration, update or workaround, that solves a certain Type of Request (A to C).
Management Center	means the administrative console, which is web based and used by the Client. The Client can administer and configure the Service. There is also a direct link to Mindbreeze online Help Desk.

Mindbreeze Support Desk	means the online Technical Support Service provided by Mindbreeze for use by its Clients. This site includes Updates (new version of Mindbreeze InSpire), security advisories and the web form for submitting Requests. This site can be entered at https://tickets.mindbreeze.com/
Mindbreeze Technical Support Personnel	means a Mindbreeze representative, who is responsible for handling Technical Support Service Requests.
Office Hours	Monday – Thursday from 8:15am to 5:15pm (CEST) Friday from 8:15am to 3:15pm (CEST)
Request	There are 4 types of Requests: - **Type A Request** = means an error (bug or malfunction) which causes a failure or imminent failure of the Service. Such an error occurs if the Service is largely unusable for its intended purpose. - **Type B Request** = means an error (bug or malfunction) which causes significant system degradation of the Service, without causing a failure (Type A issue). Such an error occurs in the Service being useable but impaired. - **Type C Request** = means an error (bug or malfunction) which affect the use of the Application but is no Type A, Type B or Type D issue. A Type C Request can be submitted regarding the Service. - **Type D Request** = Feature Request
Support Incident	Mindbreeze InSpire includes Next Business Day basic support, which only applies to product problems around functionality described in this product information. Product issues must be reproducible in an isolated environment.
Support Period	means three years starting from the date of Service. If there are more specific regulations in the Agreement or Order Form, they are prior.
Technical Consultant	Technical consulting for project-specific questions or requirements is not included in the basic support and needs to be ordered separately.
Technical Support Service	means any kind of Support by Mindbreeze to Client pursuant to this Guidance.

Ticket	means a Request in a Support issue. A ticket can be opened at https://tickets.mindbreeze.com/ and must at least contain:

- Description of product issue
- Description of infrastructure constraints in which the problem is reproducible
- Significant logs (e.g. app.telemetry information) that describe the product issue and help our support team to understand the cause of the problem.
- Step by step description, how the problem can be reproduced
- If the problem only occurs with concrete files (content-driven), we will need an anonymized set of such files.
- Exact version and build number in use

Working Day	means every Monday to Friday, except Austrian holidays.

2. Support Services:

2.1 Support Incident: Technical Support Service provided by Mindbreeze applies to product problems around functionality. Product issues must be reproducible in an isolated environment. A technical problem regarding a project and not a product is an issue belonging to the technical consultant.

2.2 Support Service: Mindbreeze will provide Clients the Technical Support Service for the Service as described in this Guidance. The different types of support are defined in the box below. In case the ordering form or quote does not identify a certain type of support, then Mindbreeze will provide the Standard Support.

Mindbreeze Technical Support Service provides:

- **Standard Support** (described in **Annex./A**) and
- **Premium Support** (described in **Annex./B**)

2.3 Support Hours and Responding Time: During Office Hours Mindbreeze will make efforts that are commercially reasonable, to respond to different Types of Requests submitted by Client Contacts within certain average times as stated below:

Type of Support	Standard Support (Annex./A)	Premium Support (Annex./B)
24x7 Support for Type A Requests (Support Desk/Email)	Not available	Within 6 Hours
Type A Request – Frist Response (via Support Desk/Email)	Within 1 Working Day	Within 2 Business Hours
Type B Request – First Response	Within 1 Working Day	Within 4 Business Hours
Type C Request – First Response	Within 1 Working Day	Within 6 Business Hours
Type D (Feature) Request – First Response	Within 1 Working Day	Within 1 Working Day

2.4 Support outside Office Hours: Mindbreeze will only process a Client's Request during Office Hours. Requests, that are submitted outside Office Hours, will be processed at the beginning of the next Working Day, except:

- it is a Type A-Request and
- the Client has Premium Support and
- the Client Requests Premium Support following the process described in this Guidance.

2.5 Type of Request: When receiving a Request, Mindbreeze will categorize the Type of the Request (Type A to D) in its sole discretion and process differently according to the Type. There are 4 types of Requests:

- **Type A Request** = means an error (bug or malfunction) which causes a failure or imminent failure of the Service. Such an error occurs if the Service is largely unusable for its intended purpose.
- **Type B Request** = means an error (bug or malfunction) which causes significant system degradation of the Service, without causing a failure (Type A issue). Such an error occurs in the Service being useable but impaired.
- **Type C Request** = means an error (bug or malfunction) which affect the use of the Application but is no Type A, Type B or Type D issue. A Type C Request can be submitted regarding the Service.
- **Type D Request** = Feature Request

2.6 Submitting a Request: If a Client want to submit a Request to Mindbreeze Technical Support Personnel, a ticket has to be opened.

2.7 Mindbreeze Support Desk: If the URL for the Mindbreeze Support Desk or any procedure associated with the Mindbreeze Support Desk is changed in the future, Mindbreeze will notify Client Contacts via e-mail prior to making the change.

2.8 Language: The language of Technical Service Support provided by Mindbreeze to Clients is English.

3. Access to Support

3.1 Client Contacts: Only Client Contacts may submit Support Requests and have Access to Technical Support Service. They have to follow the instructions provided by Mindbreeze at the time of purchase. In Mindbreeze's sole discretion, the submission process may consist of submission of a web form, like opening a Ticket through the Mindbreeze Support Desk (tickets.mindbreeze.com), via e-mail, or telephone call.

3.2 Tickets: A ticket can be opened at https://tickets.mindbreeze.com/. The Ticket must contain the following information:

- Description of product issue
- Description of infrastructure constraints in which the problem is reproducible
- Significant logs (e.g. app.telemetry information) that describe the product issue and help our support team to understand the cause of the problem.
- Step by step description, how the problem can be reproduced
- If the problem only occurs with concrete files (content-driven), we will need an anonymized set of such files.
- Exact version and build number in use.

3.3 Mindbreeze Support Desk: Only Client Contacts are entitled to access the Mindbreeze Support Desk, located at https://tickets.mindbreeze.com and https://support.mindbreeze.com, or such URL as Mindbreeze may provide periodically. The Mindbreeze Support Desk contains e.g. security advisories, and the web form for submitting Technical Support Service Requests.

3.4 Mindbreeze Document Center: Documentation related to the Service is published at https://help.mindbreeze.com or such URL as Mindbreeze may provide periodically.

4. Client Obligation

4.1 Client Contacts: If the Client wants to change the Client Contacts, the Client has to make a notification to Mindbreeze via Technical Support Service Request at least five Working Days before the date upon which the Client desires the change to take effect.

4.2 Dealing with the Request submitted by an end-user: Client Contacts will provide initial support to the end-users of a Client's Service. Before submitting a Request to Mindbreeze, Client Contacts will make reasonable efforts to resolve the issue (e.g. read latest documentation how to use the concrete functionality). Mindbreeze will provide Documentation and other material.

4.3 Diagnostic Information: When making each Request, the Client will provide at least the following diagnostic information:

- Description of product issue
- Description of infrastructure constraints in which the problem is reproducible
- Step by step description, how the problem can be reproduced
- If the problem only occurs with concrete files (content-driven), we will need an anonymized set of such files.
- A description of the problem, the configuration, and details of the Client's network;
- Timely responses and follow-up communication, via e-mail (support@mindbreeze.com) or Support Desk, to answer questions and make reasonable effort to assist Mindbreeze Technical Support Personnel as requested.

5. Additional Services

Technical Support Service, that is not included in these Guidance, must be purchased from Mindbreeze or from a certain partner of Mindbreeze.

Support Level	Standard Support	Premium Support
Support via Support Desk https://tickets.mindbreeze.com	Included	Included
Remote Support by approved desktop screen sharing	Not included, but available on request	Included

connection (on-request via Support Desk)		
Disconnected Support	Not included, but available on request	Not included, but available on request
Technical consultant	Not included, but available on request	Not included, but available on request

Annex./A: Standard Support

Standard Support consists of:

1. Support Desk (https://tickets.mindbreeze.com)
2. Standard Response

Annex./B: Premium Support

Premium support applies to the Service for which the Client purchases Premium Support. Premium Support consists of:

1. Support Desk (https://tickets.mindbreeze.com)
2. Standard Response
3. Collaborative Support (Desktop Screen Sharing) at business hours
4. Premium Response (as set forth below)
5. Support for Type A-Request
6. Premium Support for reporting any Request during Office Hours:

    6.1 Premium Response:

    - Response Time, Process, and Fixes: Mindbreeze will make reasonable commercial effort to respond to Type A, B and C-Requests as set forth in Section 2.4 above. Mindbreeze Technical Support Personnel may require Remote Support Access to conduct diagnostic tests to determine how the Type A and B-Requests may be resolved, and will make commercially reasonable efforts to provide a Fix for the Type A, B and C-Requests.

    6.2 24x7 Support Option for Type A-Requests only:

- Requirements; Response. The 24x7 Support may only be used for Type A-Requests and requires Desktop Sharing Access together with a technical contact person of the customer, which has been previously established and successfully tested.

- Definition; Instructions. The Client may only use the 24x7 Support Option for a Type A-Request which affects the Service, making the production search application effectively unusable at the time Technical Support Service is requested. Specific instructions for issuing a Type A-Request via 24x7 Support Option are provided by Mindbreeze at time of sale, and documented in the Mindbreeze Support Desk. They may be updated from time to time by notification to Client Contacts.

- Desktop Sharing Access will be established after the first response if needed via the Mindbreeze Support Desk (https://tickets.mindbreeze.com).