

TETHERFI PTE LTD SUPPORT POLICY

Product Maintenance

Customer is a licensee of certain Software Tetherfi products under a software license and software maintenance agreement that the customer has executed with Tetherfi. The product support and maintenance services that the Tetherfi has agreed to deliver as provided in the software license and software maintenance agreement are defined herein, and this document forms an attachment to the software license and software maintenance agreement which will be done with any customer.

Service Description

To the extent that Licensee has chosen a Software Maintenance Agreement, Licensee is entitled to receive request the following services for the Software against payment of the agreed upon support and maintenance fees and according to agree upon terms & conditions.

Standard Product Support Services

Tetherfi software Standard Product Support Service comprises the following services based on your agreement for respective project:

24x7 support service for crisis cases. Telephone support according to this agreement is available. 24x7 (24 hours a day; 7 days a week) for crisis requests and is provided in English language only.

9x5 (9 hours a day; 5 days a week) telephone support according to this agreement during Business Hours.

The respective telephone number is available in Tetherfi Support contract for each maintenance agreement. If not provided in local language, telephone support is provided in English language.

Service Expectations

The following support severities are used for classifying the customer's issues. These classifications ensure consistent treatment of issues handled by Tetherfi Support. Tetherfi Software Support will determine the appropriate severity level according to the following table or agreed SLA as per individual support contract:

Response – The time taken to acknowledge the issue

Triage – Time taken to understand the issue

Resolution – Time taken to resolve the problem and provide an RCA.

Severity	Description	Response						Resolution	
		Intake				Triage		Resolution	RCA
		Call Center		Email					
		Business Hours	After Hours	Business Hours	After Hours	Business Hours	After Hours		
Level 1	Site Outage, an issue that renders the Hosted Service or any one Module unavailable.	Immediate	Immediate	N/A	N/A	1 hr	1 hr	24 hr	2 business days
Level 2	An issue that precludes some users from accessing the Hosted Service or any one Module, or that significantly degrades performance for some or all users	Immediate	Immediate	1 hr	1 business day	3 hr	1 business day	2 business days	5 business days
Level 3	An issue in the Hosted Service or any one Module exists but has no significant impact and an acceptable workaround is available	Immediate	Immediate	1 hr	1 business day	3 hr	1 business day	5 business days	10 business days
Level 4	All other issues	Immediate	Immediate	1 hr	1 business day	3 hr	1 business day	30 business days	30 business days

It is recommended that crisis requests are reported by telephone to obtain best possible service in crisis situations. The intake time is the time the customer gets in contact with a Tetherfi support representative. Tetherfi Global Support is not obliged to solve the customer's issue within the intake time.

Tetherfi will publish product version EOS/EOL details on web portal. If any Tetherfi installed software is EOS/EOL then we encourage client to upgrade with new version.

Tetherfi Sale services will always encourage client to use latest product release during the sales phase. After product installation, Tetherfi team will support bug-fixing on same product version for first three years. Base on EOS/EOL details, client has to plan his product upgrade with help of BAU Tetherfi CSM. If any product defect surface in existing version below three years, then Tetherfi will provide work-around to client which client has to agree else the necessary fix will be provided on the existing version.

Tools and Processes

The following processes and tools to solve or find a workaround to the customer's issues:

Fault diagnosis/analysis for Tetherfi products:

- Evaluation of customer data supplied (including diagnostic information)
- Classification of the reported situation as product issue, user issue or third-party issue
- Research in Software AG's Support Knowledge Center
- Reproduction of the error situation (if possible)
- Coordination with Tetherfi product development

Results and/or solutions or workarounds will be provided via one of the following media:
Telephone
E-mail

Remote Diagnosis:

Tetherfi Global Support may perform remote diagnosis to facilitate issue analysis. In such case, Tetherfi Global Support will access customer's environment via a Remote Online Diagnostic Tool for purposes of diagnosis and analysis only. Remote access to customer's environments will occur during Business Hours at the times agreed between the customer and Tetherfi.

Software and Documentation Updates

On a when and if available basis, Tetherfi product team will provides:

New versions of licensed Tetherfi products.
Updates of licensed Software containing error Corrections.
Documentation updates for the Software.

Information regarding availability of Software and Documentation updates is available in Tetherfi website.

Customer Responsibilities

The services to be performed are subject to the following conditions:

The customer entered into a valid software support and maintenance agreement with the Licensor and has fully paid the respective support and maintenance fees.

The customer entered into a valid License Agreement with the Licensor regarding the Software to be supported and has fully paid the respective license fees that are due to payment.

The Software is installed at the customer's site. The customer provides appropriate tools to enable remote access for Tetherfi

Global Support.

The customer establishes appropriate security measures to ensure that Tetherfi Global Support's access is restricted to permissible areas.