

Assertion Support Policy

1. Tiers of Support

- 1.1. **Full-Service Desk (FSD).** Under this level of support, Assertion receives calls and web created tickets directly from Customers or Resellers and performs case management according to the timetables defined herein. Most troubles should be resolved by Assertion which may include ordering of replacement software and remote debugging. This team will also communicate status to the Customers and Resellers and close the case upon resolution.
- 1.2. **Onsite Field Support.** Remote support only unless otherwise agreed by parties in writing.
- 1.3. **Backbone Support (Tier 3).** Under this level of support, Assertion will receive technical escalations from Customers or Resellers. Assertion will provide technical diagnosis and resolution of cases and provide escalation support as required. They will also provide resolution information to the Customer / Reseller. The Backbone Support team may refer troubles that they cannot resolve to Engineering Support (Tier 4 Support).
- 1.4. **Engineering Support (Tier 4).** This is Assertion's team that provides the highest level of support available. This team is typically comprised of R&D engineers and developers. If troubles are referred to this team, they are accountable for final resolution unless otherwise agreed in writing.

2. Severity Definitions

Severity and Designation	Severity Description
Outage (Major – L1)	<p>A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart):</p> <ul style="list-style-type: none">• severely downgrades service capacity, or• results in a breach that causes loss of service for a significant number of end users. <p>This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life</p> <p>NOTE: requires customer to commit to 24x7 dedicated resource until restoration/workaround</p>

Severe Business Impact (Major – L2)	<p>Severe degradation of production system or service performance for which there is no active workaround and:</p> <ul style="list-style-type: none"> • problem severely impacts service quality or the control or the operational effectiveness of the product • results in a breach that affects a significant number of users and creates significant productivity or financial impact <p>This situation materially obstructs the firm’s ability to deliver goods or services.</p> <ul style="list-style-type: none"> • Includes product alarms which meet the Severe Business Impact criteria <p>NOTE: requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround</p>
Business Impact (Minor – L3)	<p>Significant degradation to the system’s operation, maintenance or administration: requires attention to mitigate a material or potential effect on system performance, the end-customers or on the business.</p> <ul style="list-style-type: none"> • Includes product alarms which meet the Business Impact criteria
Non-Service Impact (Minor – L4)	<p>A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues.</p>

3. Service Levels

3.1. Major - L1 Support:

Support parameters:

- Response
 - 90% within 30 minutes
- Restore
 - 70% within 12 hours
- Coverage
 - 24x7 or as per entitlement
 - Close, daily interaction till resolution

3.2. Major - L2 Support:

Support parameters:

- Response

- 90% within 60 minutes
- Restore
 - 70% within 24 hours
- Coverage
 - 24x7 or as per entitlement
 - Close, daily interaction till resolution

3.3. Minor - L3 Support:

Support parameters:

- Response
 - 90% within 60 minutes
- Restore
 - 70% within 72 hours
- Coverage
 - 8x5 support

3.4. Minor – L4 Support:

Support parameters:

- Response
 - 90% within 120 minutes
- Restore
 - 70% within 72 hours
- Coverage
 - 8x5 support

4. Support Exclusions

Support Services do not cover problems caused by the following: (i) accident; neglect; misuse; failure of media not furnished by Assertion; operation of the product with other media not in accordance with Assertion's specifications; or causes other than ordinary use; (ii) improper installation by Customer or use of the Software that deviates from any operating procedures as specified in the Documentation; (iii) Third Party Products, other than the interface of the Software with the Third Party Products; (iv) Modified Code; (v) any customized deliverables created by Assertion specifically for Customer as part of consulting services; or (vi) use of the Software with unsupported tools, APIs, interfaces, or data formats other than those included with the Software and supported as set forth in the Documentation; or (vii) any issue not covered by Technical Support. Customer may request assistance from Assertion for such problems, for an additional fee.