

SENTRY™ ANNUAL SUPPORT SERVICES

Maintenance and Support

Supplier shall provide warranties, maintenance, and support for the Supplier Software as set forth herein.

TIER 2/3 (T2/T3) SUPPORT

1) Definitions

1. The following definitions shall apply for the purposes of this Schedule:
 - i) “Release” signifies a maintenance revision to the Supplier Software (including documentation) designed to correct an error or a performance degradation to comply with the specification.
 - ii) “Versions” signifies a new version of the Supplier Software (including documentation) which incorporates improvements and new features and may incorporate new Releases.
 - iii) “Problem” signifies a defect in the Supplier Software resulting in the Supplier Software failing to comply with the specification and arising from an error in the Software.
 - iv) “Correction” of a Problem signifies alterations to the machine-readable instructions comprising the Supplier Software such that the Supplier Software shall comply with the specification.
 - v) “Workaround” shall signify an alternative method to provide a temporary solution to a Problem to enable the continued operation of the Supplier Software in a manner acceptable to the Ordering Party.

2) CLIENT Responsibilities

1. The CLIENT shall:
 - i) CLIENT will provide first line support to CLIENT’s IT team for the SENTRY™ 911 system.
 - ii) CLIENT will troubleshoot the environment to isolate the incident to the SENTRY™ 911 application and hand off incident management to Supplier engineering support to restore service.
2. Ensure that remote access to the Supplier Software can be established before contacting Supplier for T2/T3 Support. Ensure that GoToMeeting, RingCentral, Skype for Business, WebEx, or another form of remote access is available for remote access to configure the SENTRY™ software. Remote control of a PC can be strictly controlled by CLIENT’s telecom or security personnel to retain control of system access. Using the methods offered above allows for the best forms of support from Supplier to CLIENT and is the Supplier standard for support. Unsupervised support through VPN access is not offered by Supplier. Ongoing support is provided the same way. If there is a need for remote access to the SENTRY™ applications, the administrator on the CLIENT side would contact Supplier support and provide a link to one of the screen-sharing applications listed above.

3) Supplier Responsibilities

1. The Supplier shall:
 - i) Possess the means to gain remote access supervised by CLIENT’s personnel.
 - ii) Investigate incidents reported by the CLIENT and confirm to the CLIENT whether a problem exists in the Supplier Software, reproducing incidents in the Supplier’s laboratory where possible.
 - iii) Provide and install corrections of the Supplier Software and demonstrate such corrections in the CLIENT’s laboratory environment if required, or in the production system.
 - iv) Where corrections are implemented:
 - (1) In the Supplier Software, compile and distribute to the CLIENT a new Release or new Version of the Supplier Software incorporating such corrections.
 - v) Provide updates to the documentation fully describing the corrections.
 - vi) Resolve all Incident Reports in accordance with agreed upon conditions with PM’s.

4) Support Services

1. For the Support Period defined by the Annual Support terms of this project, Supplier shall:
 - i) Provide a service desk (contacted through means as outlined in Section 8 below) Incident Handling Process to enable the CLIENT to obtain a quick response to Problems experienced in the Supplier Software. The service desk shall operate during the Support Period for logging and tracking Incident Reports
 - ii) Within the Support Period purchased, allocate an appropriate engineer following receipt of the initial call. Such engineer will respond to the CLIENT within thirty (30) minutes of receipt of the CLIENT's email/call during normal business hours.
 - iii) Investigate any incident reported by the CLIENT relative to the Supplier Software and undertake such means necessary to for the purpose of investigation of the Problem. If such investigation reveals an error, defect, or malfunction such that the Supplier Software fails to comply with the specification, 911 Secure shall provide correction(s) according to the time scales defined in Section 5.4 below.
 - iv) Keep the CLIENT informed of the progress when resolving any problem.
 - v) Notify the CLIENT as soon as possible when a new release or new version is available whether the CLIENT has reported an incident resulting in a correction being incorporated into such new Release or new Version.
 - vi) When new releases or new versions incorporate a correction due to a problem the CLIENT has reported, deliver any new documentation or portions thereof.
 - vii) Provide Version upgrades.

5) Classification & Resolution Timescales

1. Hours of Support: Supplier will respond to problems with the Service experienced by CLIENT in accordance with this Agreement. All the calls/problems from the CLIENT must be logged from CLIENT's Administrator providing a single point of contact for problem resolution.
2. For each CLIENT Customer Service Report (CSR) Supplier shall raise an Incident Report (IR). Incident Report priorities shall be determined relative to the CSR priority defined in Table A of Section 5.3. In addition, resolution of Incident Reports shall be accompanied in accordance with the timescales in Section 5.4.
3. Problem Severity Level Definitions: Problems reported by the CLIENT to the Supplier's support personnel will be assigned a Severity Level in accordance with the following Table.:

CSR	Priority
Severity 1	Service or component down that has a critical business impact or is not capable of producing critical deliverables in accordance with Service Levels; and no alternatives are available at the time of the problem or intervention is required to get the service to perform correctly.
Severity 2	(a) System or component down or degraded, critical business impact but alternative or bypass is available. (b) Functional or performance problems preventing End-Users from performing their jobs; or End-User functionality is impacted.
Severity 3	a) Minor functions of the system are unavailable, unusable, or overall system performance is below minimum load requirements. (b) Minor deficiencies with minimal impact to End-Users, such as cosmetic problems which affect presentation, but do not interfere with job performance; and has no critical impact on the business. (c) Alternative or bypass is available that is acceptable to End-Users, or the system recovers on its own.

Severity 4	Requests for general feature information, MACs, or other non-maintenance support requests.
	*Service signifies the service provided by the Supplier Software.
Table A	

4. Problem Response Times: Supplier will use its commercially reasonable efforts to meet or exceed the target response and problem resolution times for each Severity Level as set forth in the following.:

Service	Severity Level	Service Level	Service Level Objectives
Incident Management <u>Response Times</u>	Severity 1	Remote	The Supplier shall provide ongoing resources as are required until service is restored, or a workable workaround is found. Since the SENTRY™ software never takes over call control there is never a situation where SENTRY™ could cause 911 calls to fail.
	Severity 2	Remote	The Supplier shall provide a Workaround with the utmost priority but within twenty-four (24) hours of such fault report being logged and a full solution shall be provided within a further 10 days. Where the Supplier is unable to meet the 24 hours target for a Workaround, due to the singularly difficult nature of the CSR in question, they shall agree a program of activity with the Ordering Party's second line support organization.
	Severity 3	Remote	The Supplier shall, where there is a known Workaround, provide the same within 24 hours of such notice. Where no Workaround exists, the Supplier shall provide a workaround within 1 week. A full solution shall be provided within a further 26 days.
	Severity 4	Remote	Supplier shall provide a resolution within 180 days.

- i) The Supplier will provide a root cause analysis of all problems logged by the CLIENT and follow up with the CLIENT in writing in accordance with the Table A in section 5.

6) Supplier Software Evolution

1. General
 - i) The Supplier Software will be subject to a continuous improvement program to be determined by the Supplier. Each Release of Supplier Software will adhere to the Supplier's software quality process.
2. Compatibility
 - i) Each Release or Version shall be backwards compatible with all Releases or Versions being supported at that time.

7) Support Period

1. The Supplier hereby agrees to make available to the CLIENT Tier 2-4 support in successive renewable twelve (12) month periods ("Support Periods") which shall provide support for Monday through Friday (except holidays) from 8:00 AM to 8:00 PM Eastern Time. After hours, weekend, and holiday support is available for an additional fee.

8) Incident Handling Process

1. The CLIENT support personnel should report the problem via the Supplier's helpline. The Supplier's helpline telephone number is +1 213-425-2050, and the CLIENT should choose option 1 for SENTRY™ Support.
2. CLIENT support personnel may alternately contact Supplier support at www.911secure.com/support or support@911secure.com. (Emailing is the fastest way to receive a response.)
3. During normal working hours, i.e., 8:00 AM to 8:00 PM Eastern Time, the call will be sent to the voicemail system and retrieved by Supplier technical support personnel. Again, the fastest response time is given by sending an email to support@911secure.com
4. In response, the caller should be prepared to provide the following:
 - i) CLIENT Name
 - ii) Contact/caller's name
 - iii) Contact telephone number
 - iv) End user location where the problem exists
 - v) Description of the Problem and what action has already been taken to fix the Problem.
5. Supplier's engineer will then call the CLIENT's Telecom Team Member in accordance with Section 4 of this Schedule.

Software Release Management

1. Supplier will include all major and minor software release included in the annual support fees.
2. Supplier will provide professional services to test and implement in lab and production systems the major and minor software release, provided the CLIENT has enough pre-paid hours left.