Beta 80 Software e Sistemi S.p.A.
Support Plan

1. **Error Category**

    The Supplier shall categorize Errors as Critical, Major and Minor Errors in accordance with the following definitions:

    a. **"Critical Errors"**

    are Errors that severely affect the Customer's service performance (in particular capacity, traffic, billing, charging, maintenance) and require immediate corrective action.

    Examples:

    - Any loss of service that is comparable to the total loss of effective functional capability of an entire switching or transport system;
    - Any reduction in capacity or traffic handling capability such that expected loads cannot be handled;
    - Any loss of safety or emergency capability;
    - Inoperative system (total outage, system drop to open boot prompt);
    - System with considerable restrictions on the management of the system;
    - Loss of any traffic, statistics or charging data;
    - Considerable redundancy losses.

    b. **"Major Errors"**

    are Errors that also severely affect the Customer's service performance, however the urgency is less than with Critical Errors because of a lesser immediate or impending effect on system performance, Customer and Customer's operation.

    Examples:

    - Major system function is unavailable or degraded;
    - Recurring software failures;
    - Resource scheduling conflicts;
    - Reduction in any capacity/traffic measurement function;
    - Any loss of functional visibility and/or diagnostic capability;
    - Short outages equivalent to system or subsystem outages, with accumulated duration of greater than two minutes in any 24-hour period, or that continue during longer periods;
    - Degradation of the system's serviceability;
    - Corruption of system or billing databases.

    c. **"Minor Errors"**

    are Errors that do not fall in the above categories of Critical or Major. Minor Errors do not significantly impair the system performance. These problems are tolerable during system use.

    Examples:

    - Failure in software component that is non critical;
    - Failure of redundant component;
    - Less significant failure of the deliverables such as processor restarts with no traffic impact;
    - Some adverse impact on the network or a relevant subsystem of the network that affects call processing, traffic handling or subscriber service in some manner;
    - Serious inefficiency of O&M functionality;
    - Documentation problems that cause a serious inefficiency in the O&M process.

d. Technical Queries

Technical Queries are lodged as urgent or general queries. TQs shall be competently answered by Supplier within the time periods as defined in the following table.

In response to a TQ, Supplier shall provide support to Customer's personnel in answering the technical questions upon Avaya's request either via phone, e-mail, fax, or in another mutually agreed method.

2. Response and resolution times

The Response and Resolution Time are divided in three levels, with different SLAs and pricing (see pricing attachment for details).

Error Category		Resolutions Time Gold Service	Resolutions Time Silver Service	Resolutions Time Bronze Service
Critical	Response Time	**15 minutes**	**15 minutes**	**15 minutes**
	Workaround*	**4 hours**	**6 hours**	**8 hours**
	Final Correction*	**n.a.**	**n.a.**	**n.a.**
Major	Response Time	**1 Office Hour**	**2 Office Hours**	**4 Office Hours**
	Workaround	**1 Working Day**	**2 Working Days**	**3 Working Days**
	Final Correction	**10 calendar days**	**15 calendar days**	**30 calendar days**
Minor	Response Time	**4 Office Hours**	**6 Office Hours**	**8 Office Hours**
	Workaround	**n.a.**	**n.a.**	**n.a.**
	Final Correction	**30 Working Days**	**45 Working Days**	**Next Release**
Urgent TQ	Response Time	**1 Office Hour**	**4 Office Hours**	**8 Office Hours**
	Answer	**1 Working Day**	**3 Working Days**	**5 Working Days**
General TQ	Response Time	**4 Office Hours**	**1 Working Day**	**2 Working Days**
	Answer	**2 Working Days**	**5 Working Days**	**10 Working Days**

* If the Critical Error has been corrected by a Workaround, the Error will be reclassified by Supplier.

The Response Time for an Initial Response is the period between Error Notification and Customer's receipt of the Initial Response. For the purpose of this clause, the calculation of the Response Time starts when the case is received by Supplier. The Response Time is put on hold whenever the Supplier has to wait necessary actions or information from the Customer or Avaya.