

Specific Terms Standard Support Services

These Specific Terms Standard Support Services supplement and prevail over the General Terms, available [here](#), the Specific Terms Services, available [here](#), and the Specific Terms Software, available [here](#).

Capitalized terms used herein but not otherwise defined herein shall have the meaning given to them in the aforementioned Terms.

1. General. Subject to a valid Order, Company provides Standard Support Services ("[Support](#)") to customers according to these Specific Terms Standard Support Services.

2. Company's Support. Support will be provided by Company's Customer Care Center ("[Customer Care Center](#)") for:

- Company's Software licensed to Customer; and/or
- Company's own integration services provision ("[Integration Services](#)"); and/or
- Customer's use of third-party cloud-based solutions subscribed to under such third-party's own license and support terms, (unless otherwise agreed upon in writing between Company and Customer) ("[Third-Party Product](#)"); and/or
- Configuration of a Third-Party Product by Company.

2.1. Availability of Customer Care Center. During normal office hours (CET 8:30 AM - 5:30 PM CET), Customer can reach the Customer Care Center in different ways for submitting Support requests: by telephone, email, or via Company's Self-Service Portal ("[Self Service Portal](#)") (preferably).

Self-Service	https://onitnow.xurrent.com
Telephone	+31 (0)85 0046154
Email	support@onitnow.nl

NOTE: If it concerns a Priority Level "Top" request for a Third-Party Product (complete unavailability) outside normal office hours, Customer should contact the third-party provider directly via their support channels.

2.2. Request Management. Company supports its customers from the Customer Care Center by handling three types of requests:

Request for Incident Resolution (Incident)	To be reported via Customer's environment linked to Company's environment, by telephone to the Customer Care Center, or via the Self-Service Portal. An Incident must be reported with sufficient detail to enable reproduction by Company. Company will handle the Incident according to the applicable Priority Level set forth below.
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NOTE: If the Incident is caused by a Third-Party Product, Company will escalate the request to the third-party provider and follow up on the resolution of the Incident (Break-Fix Support).

Request for Information	To be reported in the same way as an Incident. A Request for Information will be handled by Company without any Priority Level applicable.
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Request for Change	To be reported in the same way as an Incident. A Request for Change is not part of Support and may be subject to a separate agreement.
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NOTE: If the Request for Change concerns the standard functionality of a Third-Party Product, Company will forward the request to the third-party provider.

2.3. Problem Management. If production-disruptive Incidents occur repeatedly, the Customer Care Center will start an analysis through a problem record to determine potential underlying causes. If the analysis reveals related Incidents, a root cause analysis (RCA) is initiated. An RCA report will be added to the problem record.

2.4. Security Management. Company has implemented technical and organizational measures to comply with Data Protection Laws. Additionally, a separate Data Protection Service is available to support data privacy processes (e.g., right to be forgotten, etc).

2.5. Availability & Capacity Management.

NOTE: This applies only to the Customer's daily use of a Third-Party Product. Availability and performance of a Third-Party Product can be monitored via their respective status pages, if available.

2.6. Reporting. Periodic reviews will take place between Customer representatives and a Company representative regarding all Services and Support provided to Customer. The operational performance of the Support will be discussed based on the dashboard set up for this purpose by Company, containing data gathered from Support provided.

2.7. Roles and Responsibilities.

1st Line Support	Responsible for request registration, monitoring, and ensuring requests are complete.
2nd Line Support	Responsible for analysing and resolving Incidents and requests under the Support Coordinator's direction.
Support Coordinator	Oversees handling of all incoming Incidents and requests.
Service Support Manager	Overall responsible for the Customer Care Center and escalation contact.

2.8. Disputes and Escalation. In the event of disputes and/or escalations, the following escalation model applies:

First Line Escalation	Service Support Manager: Jan Blanke (j.blanke@onitnow.nl)
Second Line Escalation	COO: Frank de Jong (f.dejong@onitnow.nl)

Also reachable via the Support telephone number +31 (0)85 0046154.

3. Service Levels applicable to the Integration Services. In addition to the Support description under 2. the following Service Levels only apply to the Integration Services.

3.1. Summary.

Short description	Integration Services hosted by Company (cloud)
	The standard service level for the Integration Services offers an availability target of 99,5% during Support office hours 8:30 AM - 5:30 PM CET (Monday to Friday) and 95% outside Support office hours. The resolution target of an Integration Services disruption (i.e. an Incident that prevents multiple Users from using the Integration Services) is four (4) Support office hours. In case of a disaster in the sense of IT Service Continuity Management, the Integration Services is automatically restored at the continuity location.
Integration Services hours	24 x 7 (Monday to Sunday)
Support hours	Monday to Friday from 8.30 AM to 5.30 PM CET
Reliability	<=3 outages / month
Short description	Integration Services hosted by Customer onsite (on premise)
	For onsite installations of the integration platform at Customer's premises, the following service levels and response times apply to Errors that can only be traced back to the Integration Services and not to faults related to Customer's infrastructure (hardware and operating system).
	Customer is at all times responsible for the correct operation of the hardware and the timely implementation of updates on the OS. Updates should always be discussed with Company before they are implemented. This also applies to security updates.
	The standard service level for the Integration Services offers an availability target of 97,5% during the Support office hours 8:30 AM - 5:30 PM CET (Monday to Friday). The resolution target of an Integration Services disruption (i.e. an Incident that prevents multiple Users from using the Integration Services) is four (4) Support office hours. In case of a disaster in the sense of IT Service Continuity Management the Integration Services is automatically restored at the continuity location, which location depends on where the Integration Services resides.
Integration Services hours	24 x 7 (Monday to Sunday)
Support hours	Monday to Friday from 8.30 AM to 5.30 PM CET
Reliability	<=3 outages / month

3.2. Response & Resolution Targets.

Top impact requests within target: 100 % / Low, Medium and High impact requests within target: >=80%

Priority Level	Priority Criteria	Support Hours 9 x 5	Response Time*	Resolution Time**
Top (1)	Service Down for Several Users	Mo to Fr 8:30 to 17:30 CET	Max. 1 hour	Max. 4 hours
High (2)	Service Degraded for Several Users	Mo to Fr 8:30 to 17:30 CET	Max. 9 hours	Max. 18 hours
Medium (3)	Service Down for One User	Mo to Fr 8:30 to 17:30 CET	Max. 18 hours	Max. 45 hours
Low (4)	Service Degraded for One User	Mo to Fr 8:30 to 17:30 CET	Max. 18 hours	Max. 90 hours

* Response time and Resolution time are applicable within the Support Hours.

** Resolution time is based on solution provision by Company, which may also be a workaround, and starts after the root cause has been determined. Resolution time only applies to Company's own Integration Services and Company Software; for Third-Party Products, the resolution targets of the third-party apply.

3.3. Prerequisites.

Prerequisites To be able to perform the Support properly, Customer's Support Request must be clear and detailed with all necessary information to be able to start investigation.

Company cannot be held accountable for violations of the service level targets (SLTs) caused by the failure of Customer's organization to meet the aforementioned prerequisite.

Exclusions Company cannot be held accountable or liable for the performance of the internet. Example would be that the network connectivity between the integration platform environment and Customer's environment is not performing correctly, with the result that the performance target is being violated or that the Integration Services is inaccessible.

Service Levels review During each Service Levels review meeting special attention will be paid to SLTs that were violated during the past Service Levels evaluation term.

Root Cause Analysis When a SLT (e.g. Availability or Resolutions) is violated, Customer can request in writing a report from Company that explains what the root cause of the violation(s) is and how to prevent that identical violations will occur in the future. For "Top" incidents an RCA will always proactively be performed by Company. Such a report shall be submitted within 1 month of receipt of Customer's Support request.

Termination Unless agreed upon otherwise in writing between Company and Customer, Support will be provided for a 12 month period immediately after the "go live" of the Integration Services, subject to automatic renewal if not terminated by either party at least 2 months prior to the then current renewal date.

4. Maintenance applicable to Company's Software.

In addition to the Support description under 2, Company applies a maintenance window for the execution of necessary adjustments and improvements to the Software. These will be performed outside the default service window:

Maintenance Window:	Monday till Sunday between 8 PM and 6 AM.
Maintenance Notification (outside Maintenance Window):	one week (business days) before starting

5. Level 1 Support Third-Party Product.

Company provides level 1 support for Third-Products as part of the third-party support model. Level 1 support consists of being the initial point of contact for Customer technical assistance, addressing basic queries, and resolving straightforward issues ("[Break-Fix Support](#)"). Requests requiring a higher level of support will be forwarded to the third-party provider, who will provide further assistance. Company is only responsible for Break-Fix Support and not for direct resolution of Third-Party Product-related issues beyond level 1 support. A copy of the current Third-Party Product support description can be provided to Customer upon written request to the Customer Care Center. Third party's support terms may be subject to modifications for which Company cannot be held responsible.

6. Support Limitations.

Support is not available for:

- Disruptions caused by hardware problems in Customer's infrastructure. This includes, but is not limited to, network/internet problems, non-functioning or malfunctioning workstations, etc.
- Disruptions caused by (changed) settings, updates, or installations of Third-Party Product(s).
- Disruptions caused by insufficient or incorrect Customer management. This includes, but is not limited to, restricting rights, the lack of maintenance plans, etc.

- In case of Company's Software, questions related to the management or configuration of Third-Party Product(s) including software required by Company's Software. This includes, but is not limited to, questions regarding the management or configuration of Microsoft Windows OS, Microsoft SQL Server, Microsoft Exchange Server, Microsoft SharePoint Server, etc.

7. Bank holidays. During the following bank holidays the Company's Support team will not provide any Support:

- January 1st
- Easter Sunday and Monday
- Dutch Kings Day
- Dutch Liberation Day
- Ascension Day
- Pentecost Sunday and Monday
- December 25th and 26th

8. Changes to Standard Support Services Terms. The Specific Terms Standard Support Services may be updated or modified from time to time at Company's own discretion.
