

STANDARD CLOUD SUPPORT SERVICE

Customer is a user of certain Cloud Services under a Cloud Services Agreement that the Customer has executed with a Software AG subsidiary (hereinafter "**Supplier**"). The maintenance and support services that the Supplier has agreed to deliver as provided in the Cloud Services Agreement are defined herein, and this document forms an attachment to the Cloud Services Agreement.

1 DEFINITIONS

1.1 **Definitions:** Unless the context requires otherwise the following words and expressions shall bear the meanings set out below where used in this Agreement:

"Business Day"	means the days from Monday to Friday excluding public holidays in country as specified in the Customer address field on the first page of the underlying Cloud Services Agreement that correspond with Software AG's Global Support operating days.
"Business Hour"	means the hours from 8.00 am to 5.00 pm on a Business Day of the main support hub within Customer's region: (a) EMEA – 8 to 5 Central European Time (CET) (b) APJ – 8 to 5 Malaysia Time (MYT) (c) US – 8 to 5 Mountain Time (MT) Global Support operating hours may change from time to time.
"Cloud Services"	means the Supplier cloud services to be provided to the Customer under the Cloud Services Agreement.
"Cloud Services Agreement"	means the Cloud Services Agreement under which the Cloud Services are to be provided to the Customer.
"Documentation"	means the user manuals that the Supplier makes available to users of the Cloud Services.
"Error"	means any verifiable and reproducible failure of the Cloud Services to substantially conform to the specifications for such Cloud Services. Notwithstanding the foregoing, " Error " shall not include any such failure that is caused by: (i) the use or operation of the Cloud Services with any other software or code or in an environment other than that intended or recommended in the Documentation, (ii) modifications to the Cloud Services not made or approved by the Supplier in writing, or (iii) any bug, defect, or error in third-party software used with the Cloud Services.
"Error Correction"	means either a modification or addition to or deletion from the Cloud Services having the effect that such Cloud Services substantially conforms to the then current specifications, or a procedure or routine that, when exercised in the regular operation of the Cloud Services, eliminates any material adverse effect on the Customer caused by an Error. An Error Correction may be a correction, workaround or service update.
"Software AG Global Support"	means the Supplier's Global Support Organization providing the support and maintenance services for the respective Customer.
"Software AG's Support Portal"	means the Supplier's web-based Customer support system, designed with proactive services, information and Error Corrections.

2 SERVICE DESCRIPTION

2.1 **Standard Maintenance and Support Service:** Software AG's Standard Maintenance and Support Service consists of the following services:

- Twenty-four (24) hour access to Software AG's Support Portal including access for authorized technical contacts ("**ATC**") to Supplier's request reporting system for browsing and submitting incidents, online access to new product information, documentation and knowledge center.
- 24x7 support service for crisis incidents. Telephone support according to this agreement is available 24x7 (24 hours a day; 7 days a week) for crisis requests and is provided during after-Business Hours and on non-Business Days in English only.
- 9x5 (9 hours a day; 5 days a week) telephone support for critical and standard incidents according to this agreement during Business Hours. Customer will receive initial response within the defined reaction times during Business Hours only. The respective telephone number is available in Software AG's Support Portal. If not provided in local language, telephone support is provided in English.
- Seven (7) authorized technical contacts (ATC) of the Customer entitled to access Software AG's Support Portal. This restriction applies per Customer and not per contract. All ATCs shall have appropriate professional and technical qualifications and shall be assigned internally by Customer to process queries from users about the Cloud Services. To protect against improper use of services, services may only be requisitioned by these ATCs previously-reported to Software AG. Customer may contract for additional authorized contacts. ATC Group accounts that are used by multiple Customer representatives are not allowed. One Customer representative equals one ATC only.
- Information on new features, events, and Customer application articles.

3 PROCESSING CUSTOMER REQUESTS

3.1 **Introduction:** Customer requests will be received by Software AG Global Support and will be documented in Software AG's Support Portal for further processing. The Customer will be given a reference processing number for future reference.

- All crisis incidents must be submitted to Software AG Global Support by telephone. When submitting Security Incidents to Software AG Global Support, Customer must indicate this aspect to the support representative or set the security flag in the support ticket if reported via customer support portal.
- The region of a customer is the region where that customer is located or has opted to define that region as their region. For example the region for an EMEA customer is EMEA, however an EMEA customer may opt for another region, say AME, to be their default region.
- During after-Business-Hours and non-Business Days, all communication will be in English only.
- When reaching Software AG Global Support by telephone, Customer is to provide the incident/ticket number so that work on the incident can commence.
- Software AG Global Support has no obligation to solve the Customer's issue within the reaction or any other time frame.

- 3.2 **Service Expectations:** The following support severities are used for classifying the Customer's incidents. These classifications ensure consistent treatment of incidents handled by Software AG Global Support. Software AG Global Support will determine the appropriate severity level according to the following table:

Severity Level	Crisis	Critical	Standard
Definitions	Customer's problem has a severe business impact, e.g. production down. Customer is unable to use the Cloud Services, resulting in a major impact on Customer's operations. Work cannot reasonably continue.	Customer's problem has a significant business impact; however, operations can continue in a restricted fashion. The Cloud Services are usable but severely limited. There is no acceptable workaround available. Customer is experiencing a significant loss of service.	Customer's problem has some business impact. The Cloud Services are usable and cause only minor inconvenience. It may be a minor Error, documentation Error, or incorrect operation of the Cloud Services, which does not significantly impede the operation of the Cloud Services.
ReactionTime	1 Hour: call-back or electronic reply.	4 Business Hours: call-back or electronic reply.	1 Business Day: call-back or electronic reply.
Reporting (timeframe)	Daily reporting (unless otherwise agreed with Software AG Global Support on a case-by-case basis).	As agreed between Software AG Global Support and Customer on a case-by-case basis.	As agreed between Software AG Global Support and Customer on a case-by-case basis.
Reaction Measure	Customer is provided with a timeline for Error Correction.	Customer is provided with a timeline for Error Correction.	- Information about publication date of the Cloud Services release that will solve the issue - Indication that changes/enhancements are being handled in accordance with Software AG's strategy.

4 CUSTOMER RESPONSIBILITIES

- 4.1 **Customer Responsibilities:** Customer shall co-operate with Software AG Global Support and provide relevant information to enable Supplier to reproduce, troubleshoot and resolve the experienced error.
- 4.2 **Customer Consent:** In case that an incident is submitted to Software AG's Support Portal Customer authorizes Supplier, for the purposes of troubleshooting and resolving such incident, to access Customer's cloud environment for the duration of the submitted incident on the basis set out in the Cloud Services Agreement.