TETHERFI SUPPORT POLICY

The purpose of this document is to establish guideline for the Tetherfi product support maintenance process.

Product Maintenance

Customer is a licensee of certain Software Tetherfi products under a software license and software maintenance agreement that the customer has executed with Tetherfi. The product support and maintenance services that the Tetherfi has agreed to deliver as provided in the software license and software maintenance agreement are defined herein, and this document forms an attachment to the software license and software maintenance agreement which will be done with any customer.

Service Description

To the extent that Licensee has chosen a Software Maintenance Agreement, Licensee is entitled to receive request the following services for the Software against payment of the agreed upon support and maintenance fees and according to agree upon terms & conditions.

Standard Product Support Services

Tetherfi software Standard Product Support Service comprises the following services based on your agreement for respective project:

24x7 support service for crisis cases. Telephone support according to this agreement is available. 24x7 (24 hours a day; 7 days a week) for crisis requests and is provided in English language only.
9x5 (9 hours a day; 5 days a week) telephone support according to this agreement during Business Hours.

The respective telephone number is available in Tetherfi Support contract for each maintenance agreement. If not provided in local language, telephone support is provided in English language

Service Expectations

The following support severities are used for classifying the customer's issues. These classifications ensure consistent treatment of issues handled by Tetherfi Support. Tetherfi Software Support will determine the appropriate severity level according to the following table or agreed SLA as per individual support contract:

- Response – The time taken to acknowledge the issue
- Triage – Time taken to understand the issue
- Resolution – Time taken to resolve the problem and provide an RCA.

Severity	Description	Response						Resolution	
		Intake				Triage			
		Call Center		Email				Resolution	RCA
		Business Hours	After Hours	Business Hours	After Hours	Business Hours	After Hours		
Level 1	Site Outage, an issue that renders the Hosted Service or any one Module unavailable.	Immediate	Immediate	N/A	N/A	1 hr	1 hr	24 hr	2 business days
Level 2	An issue that precludes some users from accessing the Hosted Service or any one Module, or that significantly degrades performance for some or all users	Immediate	Immediate	1 hr	1 business day	3 hr	1 business day	2 business days	5 business days
Level 3	An issue in the Hosted Service or any one Module exists but has no significant impact and an acceptable workaround is available	Immediate	Immediate	1 hr	1 business day	3 hr	1 business day	5 business days	10 business days
Level 4	All other issues	Immediate	Immediate	1 hr	1 business day	3 hr	1 business day	30 business days	30 business days

It is recommended that crisis requests are reported by telephone to obtain best possible service in crisis situations. The intake time is the time the customer gets in contact with a Tetherfi support representative.
Tetherfi Global Support is not obliged to solve the customer's issue within the intake time.
Tetherfi will publish product version EOS/EOL (End of Service / End of Life) details on web portal. If any Tetherfi installed software is EOS/EOL then we encourage client to upgrade with new version.

Tetherfi services will always encourage client to use latest product release during the sales phase. After product installation, Tetherfi team will support bug-fixing on same product version for first three years. Base on EOS/EOL details, client has to plan the product upgrade with help of Tetherfi CSM (Client Service Manager) or support team. If any product defect surface in existing version below three years, then Tetherfi will provide work-around to client which client has to agree else the necessary fix will be provided on the existing version.

Tools and Processes

The following processes and tools to solve or find a workaround to the customer's issues: Fault diagnosis/analysis for Tetherfi products:
- Evaluation of customer data supplied (including diagnostic information)
- Classification of the reported situation as product issue, user issue or third-party issue
- Research in Software AG's Support Knowledge Center
- Reproduction of the error situation (if possible)
- Coordination with Tetherfi product development

Results and/or solutions or workarounds will be provided via one of the following media:
- Telephone
- E-mail

Remote Diagnosis

Tetherfi Global Support may perform remote diagnosis to facilitate issue analysis. In such case, Tetherfi Global Support will access customer's environment via a Remote Online Diagnostic Tool

for purposes of diagnosis and analysis only. Remote access to customer's environments will occur during Business Hours at the times agreed between the customer and Tetherfi.

Software and Documentation Updates

On a when and if available basis, Tetherfi product team will provide:
• New versions of licensed Tetherfi products.
• Updates of licensed Software containing error Corrections.
• Documentation updates for the Software.

Information regarding availability of Software and Documentation updates is available in Tetherfi website.

Customer Responsibilities

The services to be performed are subject to the following conditions:

The customer entered into a valid software support and maintenance agreement with the Licensor and has fully paid the respective support and maintenance fees.
The customer entered into a valid License Agreement with the Licensor regarding the Software to be supported and has fully paid the respective license fees that are due to payment.

The Software is installed at the customer's site. The customer provides appropriate tools to enable remote access for Tetherfi Global Support.

The customer establishes appropriate security measures to ensure that Tetherfi Global Support's access is restricted to permissible areas.

Standard Limited Warranty Period for Software and Software Media

Unless otherwise stated specifically by Tetherfi, the following periods of warranty may apply:
a) Thirty (30) days, beginning on the 'In-Service Date', for Software purchased directly from and installed by Tetherfi.
b) Thirty (30) days, beginning on the 'Delivery Date', for all other Software purchased directly from Tetherfi or a Channel Partner where Tetherfi does not install the Software. This includes Software purchased by Channel Partners for internal use.

Definitions

"Channel Partner" means a company authorized by Tetherfi to purchase or license Tetherfi Products or services and to resell them as so authorized.

"Delivery Date" means the date on which Tetherfi or the Channel Partner, as the case may be, delivers the Products to End Users, or in the case of Software features that are enabled by license files, software activations or any other electronic means, "Delivery Date" means the date when the Product or Product features are enabled in Tetherfi's license management systems.

"End User" means a third party that purchases Products from Tetherfi or a Channel Partner.

"In-Service Date" means the date of notification to End User that the Products are installed in good working order in accordance with applicable Documentation.