

Spectades HxGN EAM Cloud

Cloud Services Support & Change Management Policy

1. Definitions

Defined terms not explicitly defined herein shall be as defined in the HxGN Smart Cloud Services Agreement (“Agreement”).

- 1.1 “Case” means a business or technical request that an Authorized User has submitted to Spectades. A Case can consist of a single reproducible issue, problem, or symptom, a request for assistance, or a question.
- 1.2 “Cloud Incidents” are as defined in the Agreement.
- 1.3 “Designated Authorized Users” means the individual Authorized Users authorized by Customer to put in Cases on behalf of Customer. Customer authorizes such Authorized Users through the MySpectades portal.
- 1.4 “Support Team” means the Spectades technical team members that provide the Support.
- 1.5 “MySpectades” means Spectades's Customer Portal (SCP) in which Cases may be submitted to Spectades.
- 1.6 “Target” means a desired goal. Targets are not commitments.

2. Support Availability

Cloud Services Support operates twenty-four (24) hours per day, seven (7) days a week, for fifty-two (52) weeks of the year. Support is provided in English only.

3. Case Type and Case Submission Process

3.1 Types of Cases. Cases are categorized by Spectades as one of the following:

- Cloud Incidents (CI)

3.2 Cases can only be submitted by Designated Authorized Users to Spectades via the following methods:

- Through MySpectades portal

4. Support

The Customer shall choose the option for 'Best Describes Case' and 'Best Describes Impact/Issue' that most closely matches the Customer's case description. This feedback will result to the appropriate priority classification (Applicable Priority Classifications available and associated Target response times are listed in the tables below). If Spectades believes that the case type or priority that is assigned to the Case is out of alignment with the Case subject and description or the current state of the Customer Environment, Spectades will inform the Customer of the correct options that align with the case subject and description and update the Case in the MySpectades support system to update Case type and priority.

4.1 Cloud Incidents

The following table lists the Classifications available for Cloud Incidents and the associated Target response times.

Cloud Incident Priority Classifications	Priority Classification Definition (Best Describes Impact/Issue)	Initial Response Target Time	Customer Status Update Target Time
1 - Critical	Entire Customer Environment Production system is down or a critical error has occurred and business processes are interrupted. There is no workaround.	2 hours	Every 2 hours after initial registration
2 - High	Multiple Users in Customer Environment in Production are unable to launch Software Products and an important business process is disrupted. This has a serious negative impact on day-to-day functions or processes, and no acceptable workaround exists.	8 hours	Every 8 hours
3 - Medium	Single user in Customer Environment in Production is unable to launch Software Products or non-critical issues occur. Customer can run the system and/or application, and an acceptable workaround to the problem exists.	16 hours	Upon Request
4 - Low	A low-impact question and/or systemic issue in Customer Environment in Production that does not require immediate attention.	24 hours	Upon Request

- 4.2 **Resolution:** Case resolution is a process that is dependent upon many variables including but not limited troubleshooting the root cause and determining the solution. As Spectades progresses through the troubleshooting process, Spectades will strive to provide regular updates with a goal of the Customer continue to materially be able to use the Cloud Services/Software Product during such process. P-1 Critical cases are worked continually until workaround or resolution is achieved. All other cases are worked during normal business hours for the respective support teams. Where the Customer is not on the most current version of the Software Product, the provision of the most current upgrade, update or release that includes the resolution to the issue shall constitute an acceptably closed Case whether the upgrade, update or release is applied by Customer or not.
- 4.3 **Escalation:** Cases are resolved through Spectades's standard operating procedures. If the Customer believes a Case requires a higher level of attention, the Customer can self-escalate the Case through Spectades Smart Community by using the "Escalate to Management" feature on the Case. As part of this process, Spectades asks that Customer accurately provide escalation reason, business impact, number of people impacted, timelines etc. This detail can help Spectades properly determine the level of urgency required regarding the escalation. If Customer would like a Spectades Support Manager to call, Customer can indicate that in the escalation request as well. Once escalated, the applicable Spectades Support Manager and Spectades Support Agent notified of the escalation, so they can take appropriate action.
- 4.4 **Customer Satisfaction:** Smart Community provides a Customer Satisfaction Survey that Customer may use to provide ratings regarding its satisfaction as to the level of service. Should Customer be dissatisfied as to the level of service it is receiving in the resolution of a Case, Customer will be contacted by a member of Spectades's Support Management to discuss a resolution.
- 4.5 **Product Change Request:** Customer may request product change requests for consideration by Spectades via Ideas portal link provided in Smart Community. These are suggestions only and any ideas in Ideas may be used by Spectades for any purpose without restriction, monetarily or otherwise.
- 4.6 **Support Exclusions:** The following are outside of Support:
- Software and services provided and managed by companies other than Spectades and/or its subcontractors.
 - Consulting Services
 - System-level tuning and optimization
 - Customization and configuration
 - Training
 - Data, including reference data
 - IT administration at a Customer location
 - Extensibility Hosting Service
- If any of the above are required by a Customer, they may be available at an additional charge under a Consulting Services statement of work agreed by the Parties.
- 4.7 **Upgrades, Updates and Releases.** For the Software Products where the upgrade, update or release timing is up to the Customer discretion (e.g. the Managed Upgrades), the Monthly windows scheduled by Spectades for the provision of Planned Maintenance may not be used to perform major or minor version upgrades, updates, or releases of the Software Products for the Customer. Specific and separate windows

shall be scheduled with the Customer in advance prior to major or minor version upgrades, updates, or releases of the Software Products being performed and will be considered Planned Maintenance for the Critical Service Level calculations. See the Upgrade and Software Release Policy for more information on upgrades.