

APPENDIX I - ON PREMISE SUPPORT POLICY

1. SYSTEM ACCESS

End-Users must connect to the Service with an approved browser as listed in the Planisware version compatibility browser matrix, which can be found in the Documentation at <https://myportal.planisware.com> and which may be updated from time to time.

2. UPGRADES

The release lifecycle milestones are defined in the product roadmap communicated to the Customer (general availability, end of life and end of support with corresponding incident management obligations).

Planisware shall continue to support the prior releases of the Software for a maximum period of twelve (12) months to allow Licensee sufficient time to install the newest Update.

If Licensee chooses not to install an Update, Customer waives its right to receive Maintenance services. An Update roadmap shall be accessible to Customer via Planisware's website (<https://myportal.planisware.com>) that will provide the deadline after which the Maintenance will not be warranted and be replaced with Planisware's commercially reasonable efforts to maintain the OOTB Software without any insurance of success.

3. INCIDENT MANAGEMENT

Technical support (only level 3) is only accessible to certain End-Users identified by Customer (typically users with administration profile) and not to all End-Users.

Support does not include consulting or training with respect to functional use or configuration of the Software Package.

Support will be provided during business hours, depending on Planisware signing entity, as stated in the Order Form:

- Planisware S.A: 9 a.m. to 6 p.m. (CET) during business days excluding French national holidays ;
- Planisware Deutschland GmbH: 9 a.m. to 6 p.m. (CET) during business days excluding German national holidays and bank holidays in Bavaria ;
- Planisware USA Inc: 9 a.m. (EST) to 6 p.m. (PST) during business days excluding USA nationalbank holidays ;
- Planisware Singapore PTE. LTD.: 9 a.m. to 6 p.m. (SGT) during business days excluding Singapore national holidays ;
- Planisware Japan KK : 9 a.m. to 6 p.m. (JST) during business days excluding Japan national holidays.

4. MAINTENANCE SERVICES

- 4.1 Maintenance Services. Subject to the payment of the Maintenance Fees, Planisware shall provide the following Maintenance Services to the Customer with respect to the Software Package . Maintenance Services may be provided by Planisware or Planisware’s authorized subcontractor.
- 4.2 Error Correction. An Error Correction, when completed, may be provided in the form of a “temporary fix”, consisting of sufficient programming and operating instructions to implement the Error Correction.
- 4.3 Planisware’s support team shall provide its best effort to be available and respond to incidents as set forth in the chart below:

Request type	Definition	What you can expect from Support?
Critical incident	See CRITICAL INCIDENTS	Initial response with 1 business day of reporting error. Continuous best efforts during normal business hours (local period for the office in charge). Support seeks and provides solution.
Non-critical incident	Incident not matching definition of critical incident	Initial response with 1 business day of reporting error. Commercially reasonable efforts, during normal business hours (local period of the office in charge). Support investigates to reproduce incident on the last version of Planisware Enterprise. If fixed in last version of Planisware Enterprise, you are informed that incident can be fixed with a version upgrade. If reproduced, ticket is transferred to product backlog and is managed through our internal processes.
Information request	General information request about Planisware Enterprise	Support redirects you to product documentation or to your account manager for assistance service
Access request	Access requests to our online tools such as portal, OTD and so on.	Support redirects you to the page to create your customer login/password and/or troubleshoots your access issue.
Follow-up	General information about your current situation with Planisware Enterprise (on going deployment, upgrade, priority per tickets and so on)	Support aggregates information related to your product usage and refers to it when managing your tickets.
Product	Request a new version of our product or one of its components	Support redirects you to our online platform to download product component/version
License key requests	Request the generation of a license key to run Planisware Enterprise on your server	According to your product purchase order, support will provide the license key
Configuration requests	Requests linked to maintenance of configuration or new configuration design	Support redirects you to your account manager
Level 1 support request	Tickets addressed to Planisware support but that should be addressed to level 1 customer support	Support redirects ticket to customer level 1 support

Request type	Definition	Support Team action
Critical Error	Error causing the Software to be unavailable or unusable for all End-Users	<p>Initial response with 1 business day of reporting Error. Continuous best efforts during normal business hours (local period for the office in charge). Support seeks and provides solution;</p> <p>Initial response with 1 business day of reporting Error. Commercially reasonable efforts, during normal business hours (local period for the office in charge). Support investigates on the last version of Planisware Enterprise. If fixed in last version of Planisware Enterprise, Licensee is informed that incident can be fixed with Update. If Error is reproduced, ticket is transferred to product backlog and is managed through our internal processes.</p>
Non-critical Error	Error not matching definition of Critical Incident	

*Critical Incidents: Support process and team have been designed to optimize treatment of critical incident that occur on Customer’s System Environment A critical incident has the following characteristics: Error causing the Software Package to be unavailable or unusable for all End-Users.

**Level 1 support request such as new End-User access request, access to custom training, or request to update Customer data must be addressed to Customer’s dedicated customer success representative.

- 4.4 Remote access. Maintenance Services will be provided via remote access. To be eligible for Maintenance services, Customer must (1) provide remote access to the System Environment hosting the Software, (2) allow Planisware, its representatives, subcontractors or agents, remote access to database and other similar files to perform remote diagnostics, and (3) have the remote access protocol defined in the Order Form.
- 4.5 Remote diagnostics. Remote diagnostics include (1) diagnostic or corrective actions necessary to correct Errors and restore proper Software operation, (2) diagnostic analysis to assist in determining the cause of the reported Error.
- 4.6 Remote Error Correction. Remote Error Correction includes (1) correction of data file problems, and (2) delivering Error Corrections to Customer for installation on the System Environment .