

Quamotion Service Level Agreement

This Quamotion Service Level Agreement (SLA) defines the services and commitments with respect to technical support services available to you for purchased Quamotion products, for the period during which you have an active support agreement for these products.

Severities

For the purpose of this SLA, the following severities are assigned to issues reported to Quamotion.

Severity 1 includes:

- An error isolated to the software in a production environment that renders the software inoperative or causes the software to fail catastrophically; e.g. system down;
- A reported defect in the software in a production environment, which cannot be reasonably circumvented, in which there is an emergency condition that significantly restricts the use of the software to perform necessary business functions; or
- An inability to use the software or a critical impact on operation requiring an immediate solution.

Severity 2 includes:

- An error isolated to the software that substantially degrades the performance of the product or materially restricts business; e.g., major system impact, temporary system hanging;
- A reported defect in the software, which restricts the use of one or more features of the software to perform necessary business function but does not completely restrict the use of the software; or
- Ability to use the software, but an important function is not available, and operations are severely impacted.

Severity 3 includes:

- An error isolated to the software that causes only a moderate impact on the use of the product; e.g., moderate system impact performance/operational impact;
- A reported defect in the software that restricts the use of one or more features of the software to perform necessary business functions, while the defect can be easily circumvented; or
- An error that can cause some function restrictions but it does not have a critical or severe impact on operations.

Severity 4 includes:

- A reported anomaly in the software that does not substantially restrict the use of one or more features of the licensed product to perform necessary business functions; this is a minor problem and is not significant to operation; or
- An anomaly that may be easily circumvented or may need to be submitted to Quamotion Development as a request for enhancement.

Quamotion's support commitment

Support services. Quamotion will:

- Provide you access to product update releases, related documentation and knowledge articles, upon general commercial release;
- Provide you access to Quamotion Support representatives, who will work with you to diagnose issues, and provide problem resolutions, including escalating the issues through Quamotion Support management as needed.

Support lifecycle:

- Quamotion provides support on the then-current and previous release of Quamotion software. Quamotion will also provide commercially reasonable technical assistance on all Quamotion software for a minimum of six (6) months, starting from the general availability date of the software version.
- Quamotion strives to add support for new versions of supported mobile operating systems at the date of their general availability. However, some mobile operating system vendors include last-minute breaking changes in the general available versions. Therefore, Quamotion commits to add support for new versions of supported mobile operating systems within a period of 3 months after the general availability of that mobile operating system version.
- Quamotion reserves the right to modify this support lifecycle policy at any time.

Nonconformance:

- If Quamotion determines the problem is due to nonconformance to published specifications of a software version, or another substantial Quamotion related problem, then under this SLA, Quamotion shall provide any software fix for the reported nonconformance that may be available at the time the problem is resolved. If no such fix is available, Quamotion will use commercially reasonable efforts to remedy such nonconformance, which may include a workaround or other temporary fix to the software.

Exclusions

Support does not include the following items or actions:

- Step by step installation of software or updates;
- Onsite services, professional (consulting) services, or educational (training) services;
- Modification of software code, auditors, or design;

Quamotion has no obligation to support:

- An altered, damaged, or modified version of the software or any portion of the software incorporated with or into other software, hardware, productions not specifically approved by Quamotion;
- Problems caused by customer negligence, misuse, misapplication, or use of the product other than as specified in the Quamotion user manual, or any other causes beyond the control of Quamotion;
- Software installed on any computer hardware that is not supported by Quamotion;
- Software not purchased from the Quamotion price list;
- Products that are past their end-of-support date, as described above;

Quamotion shall have no obligation to support you if:

- Appropriate payment for support has not been received by Quamotion and you are unable to show reasonable proof of such payment;
- Your support term has expired without renewal.

Technical support

Web-based support. Quamotion's web-based support is available at <http://docs.quamotion.mobi>, which provides the customer access to:

- **Documentation**, including product documentation, release notes, troubleshooting guides and technical white papers about Quamotion software, as releases become generally commercially available
- **Software downloads** which includes the download the latest product upgrades.
- **Product forums** containing shared knowledge of Quamotion products and solutions within an online community of customers, partners and employees. Customers can view and post on the discussion threads in all articles.

Quamotion technical support You can access Quamotion Support by e-mail by e-mailing support@quamotion.mobi. Quamotion technical support is available between 9am and 5pm CET on Belgian business days.

Support procedures. Quamotion uses a multi-tier support model for problem resolution. When initial contact with Quamotion support is made, a technical representative will validate your information, contract information, license information, and gather details relevant to the question or issue. A unique Service Request (SR) number will be assigned and delivered to you. This SR number will be used to track any given issue from initial contact to final problem resolution. If appropriate, an issue will be reproduced in the Quamotion Test Lab. Additional testing and problem duplication may take in a test environment. Further investigation, including additional troubleshooting or debugging activity may be required. Based on the results of the investigation, an issue may be resolved, or, if an anomaly is identified, evaluated to the appropriate Quamotion team for final problem resolution.

Quamotion agrees to use commercially reasonable efforts to work with you for problem resolution for an issue in accordance with this SLA. Timely efforts must be made by all parties involved. If communication from your side ceases without notice, after five (5) business days, Quamotion may, upon notice, close a SR due to inactivity on your part. Once a service request is closed for thirty (30) consecutive days, the issue will be considered permanently closed, and it cannot be reopened. If further work is necessary, a new SR will be opened, and all pertinent materials may need to be resubmitted before work can continue.

Service Level Response Time and Resource Commitment. Quamotion agrees to use commercially reasonable efforts to respond to you based on the severity of the issue as follows.

Severity Level	Response Time	Commitment
Severity 1	2 hours	Quamotion and you will commit full-time resources during normal business hours to obtain a workaround or reduce the severity of the error and alternative resources during on-standard business hours.

Severity 2	4 hours	Quamotion and you will commit full-time resources during normal business hours to obtain a workaround or reduce the severity of the error.
Severity 3	1 day	Quamotion and you provide resources during normal business hours for problem resolution.
Severity 4	2 days	Quamotion and you will provide resources during normal business hours for problem resolution.