

# Support Policy for Qore Technologies Software and Cloud Services

Support Policy for Qore Technologies Software and Cloud Services (“Support Policy”) sets forth the support services and technical Support Levels for Qorus Integration Engine® and Cloud Services to which Customer subscribed in an Order (“Support Services”). All undefined capitalized terms herein shall have the meanings assigned to them in the Agreement.

## 1. Capitalized Terms

The following describes the capitalized terms used in this Support Policy.

### 1.1 Product Support Lifecycle

With respect to Qore Technologies Software, when a new Major Release becomes generally available, it has a support lifetime of three (3) years.

### 1.2 Major Release

With respect to Qore Technologies Software, Major Releases (**X.Y.z**) are vehicles for delivering major and minor feature development and enhancements to existing features and are designated by Qore Technologies by means of a change in the digit to the left of the first and second decimal points (e.g. Software 5.1 → Software 5.2). They incorporate all applicable defect corrections made in prior Major Releases, Minor Releases, and Patches.

### 1.3 Minor Release

With respect to Qore Technologies Software, Minor Releases (**x.y.Z**) represent a single cumulative package to fix one or more bugs with the possible addition of new functionality with no risk of regressions to existing functionality, delivered on a periodic basis as part of Qore Technologies’ continuous maintenance development process.

### 1.4 Patch Release

With respect to Qore Technologies Software, Patch Releases (**x.y.z.P**) represent a single cumulative package to fix one or more bugs, delivered on a periodic basis as part of Qore Technologies’ continuous maintenance development process.

### 1.5 Supported Environments

Supported Environments are a combination of a particular product or service and version running on a specific environment as indicated in the supported environment available in the Documentation.

### 1.6 Generally Available (“GA”)

Qore Technologies Software. Generally Available Qore Technologies Software is software that is generally available for sale or download and is fully supported in the Supported Environments from the date upon which the Qore Technologies Software becomes Generally Available, until the date it becomes Retired Qore Technologies Software. Qore Technologies recommends that customers begin all new projects with GA Qore Technologies Software and migrate existing applications to GA Qore Technologies Software as soon as possible.

### 1.7 Retired Qore Technologies Software

Retired Qore Technologies Software is software that is no longer available for sale or download and will be supported up to the End of Life date (three years from the initial release date). Qore Technologies will no longer provide enhancements for Retired Qore Technologies Software. Qore Technologies recommends that Customers do not continue to develop new applications based on Retired Qore Technologies Software. Qore Technologies recommends that the most recently available Patch is applied and an upgrade to the latest supported version is planned.

## **1.8 End of Life Qore Technologies Software**

End of Life Qore Technologies Software is software that is no longer generally available for sale or download, or supported by Qore Technologies. Notwithstanding the foregoing, Customer may purchase Support Services for End of Life Qore Technologies Software for additional fees. Qore Technologies recommends that Customer migrates to a fully supported version of the Qore Technologies Software as soon as possible to maintain the appropriate level of support for their applications and systems.

## **2. Backwards Compatibility**

With respect to Qore Technologies Software, Qore Technologies strives to preserve backwards compatibility of Qore Technologies Software for all releases (Minor and Patches) with a Major Release. Notwithstanding the foregoing, Qore Technologies reserves the right to change compatibility between Major Releases upon prior notice to Customer via email, publication on the Qore Technologies website, and/or the Qore Technologies Customer Portal. Qore Technologies will document such changes in release notes.

## **3. Engagement of Support Services**

For the duration of the Subscription Term, Qore Technologies will provide the following Support Services to Customer in connection with its use of the Qore Technologies Software and/or Cloud Service, as applicable:

- Facilities for bug tracking, escalation of problems for priority attention, and access to community-supported FAQs and forums relating to the Qore Technologies Software and/or Cloud Service.
- Assistance with troubleshooting to diagnose and fix errors in the Qore Technologies Software and/or Cloud Service.
- Access to the applicable Documentation for the Qore Technologies Software and/or Cloud Service.

## **4. Exclusions from Support Services**

Support Services do not include: (a) support for incidents involving Qore Technologies Software and/or Cloud Service in evaluation or trial environments; (b) incidents involving End of Life Qore Technologies Software or Retired Qore Technologies Software beyond the applicable support period; (c) incidents involving Unsupported Code; (d) incidents involving altered or modified Qore Technologies Software, release candidate or milestone releases; (e) Qore Technologies Software not installed in a Supported Environment in accordance with the applicable Documentation; (f) incidents involving the use of Qore Technologies Software and/or Cloud Service inconsistent with applicable Documentation; or (g) where the root cause behind the incident is not a malfunction, but missing functionality or request for custom code development or debugging, system and/or network design, assistance for installation and/or migration, job optimization and responses regarding "how to questions".

## **5. Customer Responsibilities**

Customer shall provide reasonable cooperation and full information to Qore Technologies in order to receive the Support Services.

## 6. Support Contacts

Customer is entitled to allocate a limited number of authorized support contacts for the submission of support requests. Customer can nominate a "Super User" to add/remove registered contacts through the Qore Technologies Customer Portal. Support cases submitted by non-registered contacts will be declined by Qore Technologies and redirected to Customer's registered support contacts.

Customer will receive Support Services for support cases submitted via (a) email, phone, and the Qore Technologies Customer Portal, with respect to Qore Technologies Software, and (b) email, phone, the Qore Technologies Customer Portal, and chat, with respect to the Cloud Service.

## 7. Support Level Agreement

Qore Technologies is committed to offering Support Services to its customers based on the response time guidelines indicated in the Response Time Table below. Qore Technologies addresses problem resolutions through a number of mechanisms, including defining workarounds, developing Patches, updating the Cloud Service, or through an upcoming GA Qore Technologies Software release based on issue severity and priority. If a defect is identified in GA Qore Technologies Software or Cloud Service, it will be logged by a Qore Technologies Technical Support representative, who will then coordinate with the maintenance team to address the issue.

Scheduling of the defect resolution will be based on severity and priority. At Qore Technologies' discretion, a Patch may be delivered, in cases of high severity or significant impact to multiple customers, where a workaround is not available.

If at any time, Customer feels it is not receiving a level of service that meets Customer's expectations, Customer may request Qore Technologies to escalate Customer's case or for Customer to be contacted by Qore Technologies Technical Support management. Any Customer requested escalation will receive direct management attention and consideration by Qore Technologies.

## 8. Problem Severity

Upon receipt of a support case submitted via the channels set out above, Qore Technologies will prioritize the support case in accordance with the table below. "Problem Severity" shall be defined jointly with Customer and supported by business cases where necessary. Problem Severity may be re-evaluated upon submission of a workaround.

Problem Severity	Summary	Description
<i>1 – Critical</i>	Business operations halted or critically impacted	The Software is inoperable or a core function of the Software is unavailable
<i>2 – Serious</i>	Business is at high risk of serious impact	A core function of the Software is seriously impaired
<i>3 – Moderate</i>	Business risk is moderate, potentially with workarounds	A core function of the Software is impaired, where the impairment does not constitute a serious issue; or a non-core function of the Software is significantly impaired
<i>4 – Minor</i>	No business risk	Any impairment of the Software not falling into the above categories; any cosmetic issue affecting the Software

## 9. Response Time Table

Qore Technologies will exercise good faith and commercially reasonable efforts to meet the following response times during business hours:

Problem Severity	Response Time
<i>1 - Critical</i>	2 hours
<i>2 - Serious</i>	4 hours
<i>3 - Moderate</i>	1 day
<i>4 - Minor</i>	5 days

Standard Support Availability:

9:00 am to 5:00 pm Central European Time