3. DESCRIPTION OF SERVICES

3.2. **Phases of Services**:
- Transition phase;
- Support phase, consisting of:
  - Level 1 support services.

3.3. **Transition phase** is an agreed period of time during which Contractor researches System documentation, known issues, environment, access, procedure and instruction documentation, and contact details. This phase ends with a "Handover to Support meeting," where the Parties may amend Appendix 1.

3.4. **Support phase** is the period pre-agreed by the Parties. During this period, Contractor provides Customer with Support within a monthly pre-paid non-transferrable package of Cases and bucket of hours (hereinafter – Package). The description and terms of Support Phase are provided in Appendix 1.

3.5. Description of Support levels included in the scope of the Agreement:

- **Level 1. First-line support.** This Support level handles inbound requests through communication channels stipulated in Appendix 1. Level 1 logs, categorizes, prioritizes, tracks, and routes incidents reported by Customer or its users or alarms raised by monitoring tools. Level 1 is intended to be the first to acknowledge an incident. Level 1 tracks Cases until they are successfully resolved or escalated. Under Level 1 support, Contractor may implement basic documented break-fix tasks along the lines of following a knowledge base (guide, documentation on supported product) provided by Customer.

  A Level 1 Case shall be considered as the Case that could be resolved with 15 minutes of effort. If the resolution of Level 1 Case takes more than 15 minutes of effort, such Case shall be divided into separate Level 1 Cases depending on the amount of time actually spent resolving the Level 1 Case (each Case is equal to a 15-minute slot). Each started 15-minute slot is considered a separate Level 1 Case.

4. RESPONSE TIME

The following outlines the response time commitments for providing the initial response and status updates on the Case supported.

Initial Response time is 30 minutes during support hours. Initial Response time is counted from the moment of Case registration in the System till the moment of

Case assignment to Contractor's responsible person. As soon as a new Case is assigned to Contractor's responsible person, Customer receives an automatic notification that the Case is processed.

Status update response time depends on the following severity levels of Cases:

Severity	Description of incidents	Status update*
Critical	Applies to incidents that result in a critical business impact on the System. Critical severity level may be assigned to a Case where the User experiences (i) a complete or substantial loss of service when using the System, or (ii) real or perceived data loss or data corruption that makes an essential part of the System inoperable, or (iii) the inability to use a mission-critical application within a production System. Such Cases render the System or its critical components unusable and have no workaround. They can cause loss or corruption of stored data** and expose security vulnerabilities.	1 hour (except non-support hours)
High	May be assigned to a Case when (i) the functionality of the software is adversely affected but the damage can be circumvented, or (ii) certain functions within the System are disabled, but the System remains operable, or (iii) there is a complete or substantial loss of service when using a QA system.	4 hours (except non-support hours)
Medium	May be assigned to a Case when (i) there is partial non-critical functionality loss, and the incident has no significant effect on the usability of the System, or (ii) a Case is time-sensitive and important to long-term productivity but is not causing an immediate work stoppage. Such cases have an isolated impact and may have workarounds.	24 hours (except non-support hours)

Severity	Description of incidents	Status update*
Minor	May be assigned to a Case that has no impact on the quality, performance, or functionality of the System, or to a request for information, such as usage and configuration. Minor severity level is often applied to Cases that involve minor cosmetic changes. Such Cases do not inhibit the functionality or main workflows of the System.	As requested

Status update is the response time counted from the last public comment within a Case until the update by Contractor. It contains either information about the status of the Case or an additional information request and resolution notes, if applicable.

**Lost user input, e.g., a failed form submission, is not the same thing as data loss.*