

ANNEX: TRACKER Support (Help Center)

Support Services Scope (Help Center)

Remote Support. Constella Intelligence will provide online support (Help Center web site, <http://helpcenter.constellaintelligence.com>) for purposes of handling Licensee questions and trouble tickets relating to the operation and functioning of the Software.

Constella's Help Center will undertake the following main activities:

- First contact, direct end user interaction
- Information collection and analysis of operating environments, software versions
- Identification of whether the problem is known and has a known solution
- Troubleshooting, problem reproduction, and basic diagnostic procedures
- Problem report administration and tracking
- Assignment of severity codes as appropriate
- Working on the issue until resolution or further escalation

For on-premise environments, the customer will be responsible for the underlying base system (hardware, operating system, DBs), network connectivity, proxies configuration, etcetera. In these cases, when on-premise deployments, Constella also offers, as an additional option, the possibility of managing these technical operations and administration, as a separate professional services support annual subscription.

Coverage: Normal Work Hours, i.e, 9 a.m.- 6 p.m., Monday through Friday, excluding major national holidays.

Constella's Obligations

- Constella's obligations hereunder will extend only to (a) the Updates and Versions of the Software provided to Licensee by Constella; and (b) Software that has not been modified or altered in any way by anyone other than Constella.

Licensee Obligations

- Cooperation. Licensee shall ensure that Constella's personnel are provided with such information under Licensee's control as is reasonably necessary to enable Constella to comply with its obligations hereunder.

Remedies

Licensee's sole remedy for Constella's material breach of its obligations under this document will be to have Constella re-perform the defective services so that they conform to the specifications provided herein.

Support Service Level Agreement

Constella's policy is to acknowledge and respond to all customer Constella Help Center tickets in a timely manner. Customer's technical staff or Constella implementation owners/contacts will have access to the constella Help Center to log tickets. Tickets are not limited to technical issues but can also be questions, feature requests, etc. All product related issues must be entered via the Constella Help Center.

We advise all partners and customers to use the Constella Help Center to reach Constella support. We will create your Constella Help Center Portal accounts at the time of engagement with Constella so that you can access the portal at any time. Once a support ticket is opened, a support engineer will review the ticket and respond via the Constella Help Center Portal.

As stated above, for on-premise environments, the customer will be responsible for the underlying base system (hardware, operating system, DBs), network connectivity, proxies configuration, etcetera. In these cases, when on-premise deployments, Constella also offers, as an additional option, the possibility of

managing these technical operations and administration, as a separate professional services support annual subscription.

Ticket Priority

P1 – Application/product is down, unreachable or unresponsive. An important service is down causing major business impact.

P2 – Subsystem is down or only certain services are functioning.

P3 – Issue affects certain number of users/members.

P4 – Non-critical issue that has a workaround.

P5 – Minor issue that affects only one or handful of users/members.

Service	Support Services
Target Response Time	<ul style="list-style-type: none">• P1 – 2 hours• P2 – 4 hours• P3 – 12 hours• P4/P5 – 24 hours
Web-based support system	Help Center Portal to log tickets/incidents
Support hours	Normal working hours (5 days a week, M-F, 9 AM – 6 PM CET)
Escalation for P1 Issues	Support Engineers have direct escalation to Level 2 (Product Deployment, DevOps), and Level 3 (Engineering team)
Documentation, knowledgebase, and FAQ	On-line access to product documentation, knowledgebase, and FAQ