

INTLAND TECHNICAL SUPPORT

This Subscription and Support Agreement ("Agreement") is a legal agreement between Intland Software ("Intland"), a German company and the individual or entity ("End User") using and/or accessing the ALM Software ("Intland products"). Intland shall provide Subscription and Support Services in accordance with the terms of this agreement. Such terms may be amended from time to time by Intland Software.

Scope of the Services

Intland provides technical support (Support) for customers under a valid Intland LICENSE AGREEMENT and SUBSCRIPTION AGREEMENT for the licensed Intland products.

Supported Version of the Software

Intland provides the Support for the current version of the Software and for any version of the software that has been released during the preceding 24-month period. The Software Release date is identical to the Software build date show on the Software.

Support Service Options

Options	Standard	Silver
Knowledge Base access	Yes	Yes
Online download access to the latest releases and patches, and upgrades	Yes	Yes
Customer Service Desk	Yes	Yes
phone	Yes	Yes
live screen sharing	Yes	Yes
e-mail	-	Yes

Number of users able to create incidents		2	4
Support language		English / German	English / German
Support hours		8x5	24x5 (for Critical)
Initial Response Time ⁽⁵⁾ for different Incident Severity Levels	Critical ⁽¹⁾	8 Business hours	4 Business hours
	Major ⁽²⁾	2 Business days	1 Business day
	Medium ⁽³⁾	3 Business days	2 Business days
	Low ⁽⁴⁾	5 Business days	5 Business days
Dedicated support		Support Engineer	Sr. Support Engineer
Advice on installation		Yes	Yes
Log analysis		Yes	Yes
Upgrade Support		-	Yes
Remote upgrade		-	Yes
Remote assistance		-	Yes
Resource and Performance Monitoring		-	Yes
API support		-	Yes
Free staging server		-	Yes
Annual on-site visit		-	Yes
Price		20% of license price	Please contact our sales team for a quote!

Definitions of Incident Severity Levels

Intland will classify the incidents on their Severity Level according to the criteria below. Intland may re-classify Incidents if it believes that the original classification is incorrect. The Response Goal shall not apply if the Incident is caused by third party Software. Intland will not correct any Software Failure caused by modification or enhancement of the Software, or when the Failure is corrected by an existing Software release provided by Intland.

Severity	Definition	Response Goal
(1) Critical	The "Production system" is not available, substantially unavailable, or normal business operations are seriously disabled. The incident is preventing productive work on your production system, and it affects users performing a business-critical function. If Intland Software provides an acceptable workaround, the severity classification will drop to Medium or Low.	Intland will provide a response and begin to analyze the incident and verify the existence of the problem within the Initial Response Time ⁽⁵⁾ defined period. Intland will use commercially reasonable efforts to resolve Critical Incidents as soon as possible. The resolution will be delivered as a Workaround or Hotfix. If Intland provides an acceptable Workaround or Hotfix for the Incident, the severity classification will drop to Medium or Low.
(2) Major	The "Production system" is available but the incident has a business-critical impact on your production system; a function or functions are not available or are not working properly, preventing productive work, and affecting people performing a business-critical function.	Intland will provide a response and begin to analyze the Incident and verify the existence of the problem within the Initial Response Time ⁽⁵⁾ defined period. Intland will use commercially reasonable efforts to resolve Major Incidents as soon as possible or in the next Maintenance Release. If Intland provides an acceptable workaround for the Incident, the severity classification will drop to Medium or Low.
(3) Medium	The incident has business impact on your "Production system", but does not prohibit the execution of productive work, or a reasonable workaround is available.	Intland will provide a response and begin to analyze the Incident and verify the existence of the problem within the Initial Response Time ⁽⁵⁾ defined period.
(4) Low	The incident is not production-critical, or it is detected on your non-production system. The incident has no impact on the "Production System" performance, quality or functionality and no impact on productive work.	Intland will provide a response to the Incident and verify the existence of the problem within the Initial Response Time ⁽⁵⁾ defined period. Intland does not guarantee a resolution time for Low Severity incidents.

Standard Support

With Standard Support 2 members of your team able to create an unlimited number of incidents on our Customer Service Desk, Standard Support includes support by phone, live screen sharing. Standard Support is available in both German and English, with a dedicated Support Engineer attending to your tickets 8 hours a day (9AM-5PM CET), 5 days a week (Mon-Fri).

Silver Support

Silver Support includes a wide range of support services. This flexible support plan lets 4 members of your team submit an unlimited number of incidents either using the Customer Service Desk or via e-mail, based on which your team may receive help via phone, e-mail, or live screen sharing over the web. Silver Support is provided in both English and German and includes 24x5 (Mon-Fri) support for critical incidents by our dedicated senior Support Engineers.

Business Hours

Intland Software's business hours are 9:00 AM to 17:00 PM CET (GMT +1), Monday through Friday, excluding German national holidays. For information on German public holidays see https://en.wikipedia.org/wiki/Public_holidays_in_Germany.

What is covered by Inland's Support service?

- Root cause analysis, identifying and troubleshooting incidents
- Assistance on installation incidents
- Guidance on upgrade incidents
- Guidance on Inland's supported integrations (3rd party integrations are not covered)
- Analysis of SSO, LDAP/AD connection problems

What Inland's Support service does not cover?

- Technical support for software versions older than (24) months old, when a newer release exists.
- When the software is used on a non-recommended platform or in a non-recommended environment. Recommended platforms and environments are described in the knowledge base.
- Customers without a valid software license, or a valid Support & Maintenance Agreement.
- Beta releases, release candidates, snapshots, and end-of-life releases, and for deprecated features.
- Customized product instances where the original source code was changed or extended.
- Programming-related or development related questions and requests.
- Product education questions.
- Professional services, including:
 - Installation and upgrade services (Support helps with advices)
 - Customization
 - Performance tuning
 - Infrastructural problems, configuration of SSO, OpenID Connect, LDAP/AD configuration, Apache & web server
 - Database and clustering configuration
 - 3rd party integrations
- Failures caused by software for which Inland is not responsible.

Support Incident Reporting, Contact Methods

Tickets submitted using Incident Trackers are handled with the severity as entered, and Incidents can be entered by Authorized Contact(s). Authorized Contact(s) must have sufficient Software expertise and training. You can also contact us by emailing support@intland.com or calling us.

- US phone number: 866-468 5210.
- European phone number (+49) 711-2195-420.

Incidents should be reported on <https://intland.com/support>

Incidents submitted via email or telephone are automatically assigned with low severity.

Required Information on incidents

All incident reports must, if applicable, include the following:

- The Licensee's "account" which Intland shall provide to the Licensee on registration.
- The exact Version Number and the Platform that the Software is running.
- Before reporting an Incident, the Licensee must verify that the Incident is reproducible. The Licensee should provide a reproducible Test Case that demonstrates the specific usage that causes the Software Failure being reported.
- Log files, screenshots, trace files.
- Exact wording of all related error messages.

Our Silver Support service covers remote upgrades & assistance, API support, a free staging server, and an annual on-site visit to your team by our experienced Support Engineers.

API Support

- To analyze incidents reported against Rest- and/or OpenAPI (Swagger), a sample code that demonstrates the problem must be provided.
- API support does not include answering API related development questions.

Incident Status and Workflow

The table below show each incident status and describes which actions are performed in each different status.

Incident Status	Description
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New	Every reported incident gets this status. Generally, only recently submitted incidents are in this status.
Under Investigation	Inland's Support Team is analyzing the incident.
Pending	Inland's Support Team requires (and is waiting) for further information about the incident. After receiving the required information, the incident should transition to the status Under Investigation . Items remaining in this status for 30 calendar days will be automatically closed.
Short Term Target	The reason of the incident is identified, and the fix is planned for next upcoming release.
Middle Term Target	The reason of the incident is identified, and the fix is planned for one of the upcoming releases.
Long Term Target	The reason of the incident is identified, and the fix is planned to be delivered in subsequent future releases later on.
Resolved	The incident is considered resolved. Items remaining in this status for 30 calendar days will be automatically closed.
Closed	The incident is closed, no further activity is available.

Incident and Bug Fixing Policy

Intland Support helps with workarounds and advices to resolve specific product incidents.

Bug Fixes

Fixes for non-critical, non-security bugs will be provided by Intland Software in the next maintenance release, with the conditions that:

- The fix is technically feasible, and
- The fix doesn't impact the quality or integrity of the Software.

Intland Software assesses and prioritizes bugs and schedules fixes for non-critical incidents based on internal considerations. Factors considered in the analysis and prioritization of bugs include, but are not limited to:

- How many customers are affected by the problem?
- Whether there is an effective workaround or patch to the incident
- How difficult the incident is to fix?
- Whether a fix is already available in a newer release
- Whether new features on our roadmap make the bug obsolete
- Internal factors within Inland's judgement.

Hotfixes (patches)

In special cases Intland provides Hotfixes (patches) when the

- incident's Severity is classified by Intland as "Critical" or
- the incident is security related.

Critical Incidents are where the "Production system" is not available, substantially unavailable, or normal business operations are seriously disabled. The incident is preventing productive work on your production system, and it affects users performing a business-critical function.

Non-security Hotfixes are only available on a case by case, by user requested basis, and Intland reserves the right to charge for hotfixes based on custom quotes.

Customization, Feature and Change Requests

Intland Software provides various extensions, templates, and other customization options with documentation and examples to support the customization of the Software.

In addition, Intland Professional Services provides help with answering questions regarding customization, configuration, add-ons, product development, performance tuning, clustering, and creating integrations with 3rd party tools.

Please contact sales@intland.com to request professional services.

Appendix

Definitions

- a) **Production System** means the Software that is being used as a regular part of actual day to day business operations.
- b) **Services** refers to the Subscription and Support Services listed in this document.
- c) **Version Number** is a three-part version number in the form of A.BB.CCC which identifies Releases of Intland products.
- d) **Major Release** means a version released to correct any Software Failures, to add functionality and/or to add new features to the Software and is represented by the 1st digit [A].BB.CCC in the Version Number (i.e. 4.1 to 5.0).
- e) **Minor Release** is a version released to correct any Software Failures and/or add features to the Software and is represented by the 2nd part A.[BB].CCCC in the Version Number (i.e. 4.1 to 4.20 or 5.0 to 5.1).
- f) **Maintenance Release** means a version released to correct any Software Failures and is represented by a change in the third part A.BB.[CCCC] of a Version Number (i.e. 4.1.1 to 4.1.22 or 5.0 to 5.0.11).
- g) **Hotfix** means a patch created by Intland to address a specific Software Failure for a single customer. Hotfixes will not automatically be made available to customers until they are rolled up into a Major, Minor or Maintenance release.
- h) **Incident** means bug or failure reported to Intland as a result of a reproducible operational deviation of the Software from the Software specifications.
- i) **Business Hours** are 9:00 AM to 17:00 PM CET (GMT +1), Monday through Friday, excluding German national holidays. For information on German public holidays, see: https://en.wikipedia.org/wiki/Public_holidays_in_Germany
- j) **Workaround** means a Hotfix or other method used to avoid the Software Failure.

General

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If any provision of this License is held by a court of competent jurisdiction to be invalid or unenforceable to any extent under applicable law, that provision will be enforced to the maximum extent permissible and the remaining provisions of this License will remain in full force and effect. Any notices or other communications to be sent to Licensor must be mailed first class, postage prepaid, to Intland.

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