Quasr BV

SUPPORT PROGRAM

This document (the "**Support Program**") contains Quasr's support program description for the Enterprise Services provided by Quasr to Customer pursuant to an Order Form and the Quasr Enterprise Agreement (the "**Agreement**") only under which Customer is granted a right to use the Quasr Platform.

1. DEFINITIONS

In this Support Agreement, the capitalized terms and expressions shall have the same meaning as set out in the Agreement, unless otherwise defined herein.

In addition to the terms defined herein, the following terms shall be defined as follows:

"**Change Request**"	means a document or message from the Customer containing a call for an adjustment of the Quasr Platform.
"**Defect**"	means a failure of the Quasr Platform, in the form provided or modified by Quasr, to conform to its applicable specifications set forth in the Documentation. A Defect includes a failure of one or more components of the environment or infrastructure provided by Quasr to perform in accordance with their applicable documentation or specifications.
"**Enhancement Request**"	means a document or message from the Customer containing a call for an enhancement of the Quasr Platform.
"**Fix**"	means a modification or an addition to the Quasr Platform that overcomes a Defect when made or added to the Quasr Platform. Quasr may provide a Workaround in lieu of a Fix in Quasr's sole discretion, but will provide a Fix to Customer as specified in section 3 below.
"**Response Time**"	means, for purposes of this Support Program, the time between Quasr's receipt of a Defect notification from Customer, and Quasr's confirmation via one of its personnel that Quasr is working on resolution of the Defect. While Customer's submission of a support ticket may trigger an automated response from Quasr, automated responses are disregarded for purposes of determining Response Times.
"**Tenant**"	means a logical isolated environment, assigned to a specific Customer
"**Update**"	means a patch, correction, or other modification or addition to the Quasr Platform that Quasr makes generally available to its customers for maintenance fixes, Defect corrections, and minor improvements to the Quasr Platform, including fixes, patches, updates and releases to address any security vulnerabilities. "Update" also includes significant enhancements and new features or functionalities to the Quasr Platform components that Customer has ordered, and that Quasr makes generally available to its customers at no additional charge.
"**Workaround**"	means a set of procedures that Customer may follow to circumvent or mitigate the impact of a Defect, notwithstanding that the Defect still exists.

2. PROGRAM FEATURES

The Support Program applies to all Tenants of the Quasr Platform made available as part of the Enterprise Services.

Following features are included in the Support Program:

- Answer questions concerning usage issues related to Quasr Platform specific features, options and configurations;
- Provide initial and high-level suggestions regarding the appropriate usage, features, or solution configurations for the particular type of reporting, analysis, or functionality;
- Isolate, document, and find alternative solutions for reported Defects;
- Work with Quasr operations, product and software development staff to submit Change Requests, Enhancement Requests, and provide Fixes for the Quasr Platform as necessary;
- Address customer concerns with online or printed documentation, providing additional examples or explanation for concepts requiring clarification;
- Access to online release notes for Updates;
- Access to Quasr's Customer community forums to collaborate with fellow Quasr customers.

3. DEFECT RESOLUTION PROCEDURES

Quasr will assign all Defects to one of four response priorities, dependent upon the problems caused by the Defect. Quasr may re-assign prioritization levels assigned by Customer in Quasr's support ticketing system, to reflect the problem descriptions below. Quasr's assignment will be consistent with the problem descriptions described below. Priority categories are as follows:

Severity Level 1 (Urgent)	**Emergency Issue** Defect resulting in full or partial system outage or a condition that makes the Quasr Platform unusable or unavailable in production for all of Customer's Users.
Severity Level 2 (High)	**Significant Business Impact** Defect resulting in a condition where major functionality is impacted or significant performance degradation is experienced; issue is persistent and affects many Users and/or major functionality.
Severity Level 3 (Normal)	**Minor Feature / Function Issue** Defect results in a component of the Quasr Platform not performing as expected or documented.
Severity Level 4 (Low)	**Enhancement Request / General Question** Information requested on Quasr's Platform capabilities, navigation, installation, or configuration including Enhancement Requests or inquiries by Customer representatives regarding general technical issues/question.

The priority of a Defect will dictate the timing objective as specified in the table below:

Defect Severity Level	***Target Response Time (Enterprise)***
1 (Urgent)	30 min

2 (High)	2 hours
3 (Normal)	2 days
4 (Low)	5 days

The nature of the solution for each Defect is specified in the table below (the "**Severity Levels**"):

Defect Severity Level	***Solution Definition (one or more of the following)***
1 (Urgent)	● Issue is resolved ● Workaround is provided ● Fix is provided ● Fix incorporated into future release
2 (High)	● Issue is resolved ● Workaround is provided ● Fix is provided ● Fix incorporated into future release
3 (Normal)	● Issue is resolved ● Workaround is provided ● Fix incorporated into future release ● Answer to question is provided
4 (Low)	● Answer to question is provided ● Enhancement Request logged

4. SUPPORT HOURS

Quasr will provide support for Defects during the hours specified in the table below, as applicable to the specific Support Program that Customer has subscribed to:

- 7x24x365 for Severity Level 1 and Level 2 Defects; and
- 8 hours a day, Monday to Friday, Quasr local time (CET) from 9am to 5pm, for all other Severity Levels.

5. CONTRACT

1. Contact - Default. Whenever Customer requires support, Customer should contact Quasr support via **support@quasr.io**
2. Quasr Response. All support delivered by Quasr under the Support Program will be in the English language.
3. Target Response time outside Quasr support hours: For Severity levels 3 and 4 Defects, the Target Response Time will start as from 9am the next following Quasr Support day.

6. UPDATES

During the Subscription Term, Quasr will provide or install Updates if and when they are made generally commercially available by Quasr to its customers, at no additional cost to Customer.

7. SCOPE

Quasr has no obligation to correct Defects or support queries arising from use of the Quasr Platform other than in accordance with the provisions of the Agreement (including the Acceptable Use Policy), or from Customer's use of incompatible data, or from Customer's incorrect configuration of, or integration with the Quasr Platform. Quasr is not required to configure or assist with migrations to or from the Quasr Platform. Quasr is not required to provide the Support Program if Customer is in breach of its obligations under the Agreement.