

SERVICE LEVEL AGREEMENT

1. DEFINITIONS

Software: If Licensee is a Subscriber, the VECMAP® platform includes:

- VECMAP® Desktop component
- VECMAP® Web component
- VECMAP® Mobile component
- VECMAP® Cloud (Customer Workspace)
- Training Materials
- Documentation

If Licensee is not a Subscriber, the VECMAP® platform includes:

- VECMAP® Desktop component (limited)

Licensee: The entity to which the person installing and/or using the Software belongs for its use of the Software.

Subscriber: Licensee with a purchased license subscription of VECMAP®

Ticket number: the unique identifier of a reported issue by the Subscriber.

2. PERFORMANCE

To provide optimal first level support to all our Subscribers. All problems and issues must be received by the product support team via support@avia-gis.com.

The product support team of Avia-GIS will provide to the Subscriber the following support:

The procedure of determination of issue level:

1. All incoming issues will be recorded and given a unique ticket number.
2. Issues will be evaluated according to the severity:
 - High: issues which block the use of the Software or its specific application(s)
 - Low: issues not blocking the use of the Software or its specific application(s) but causing inconveniences
3. Issues will be assigned to the appropriate specialist.
4. Follow-up information will be provided to the customer.
5. Customers will be notified timely in case of issues which require more time than standard.
6. Problem resolution will be documented and made available for customers.

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The product support team should not be contacted for orders or extensions of license(s) and/or quotations. Please contact sales for any sales related inquiries.

3. AVAILABILITY

Our services will be provided between the office hours from 9:00 am to 5:00 pm (CET/CEST), Monday through Friday, except for Belgian public holidays and from the 26th till the 31st of December.

The only and direct contact with the product support team is via the email address: support@avia-gis.com.

Phone calls will not be answered in principle by the product support team.

4. RESPONSE TIME

First, an automated response will be sent to the Subscriber within the first 15 minutes after a new email has been registered in our product support system. The high- or low-level issue determination will be evaluated based on the following criteria:

1. Issue blocking (high) or not blocking (low) the use of the application
2. The number of customers affected.
3. Context of the problem.
4. Avia-GIS internal deadlines.
5. Frequency of the problem.
6. Subscriber's license level.

A final response will be provided by the product support team within a timeframe of no more than 3 business days. This timeframe can be extended up to a maximum of 5 business days depending on:

1. Estimated severity of the issue
2. The application(s) involved.
3. Availability of workaround.
4. The threat to customer's data integrity or computer security.
5. Availability of support from any applicable 3rd party services.

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5. LICENSEE RESPONSIBILITIES

The requirements of the Licensee consist of:

1. collaborating at any time with the product support team to solve the issue. This means:
 - customer workspace, username(s) and password(s) may be requested from the Licensee by our product support team. If the Licensee declines to provide this information, it may limit our ability to find a solution to the issue.
 - data (set or subset of the actual data) may be requested from the Licensee to be provided to our product support team. If the Licensee declines to provide this information, it may limit our ability to find a solution to the issue.
 - remote assistance can be proposed on the initiative of the product support team.
2. Licensee testing the proposed solution by the product support team, meaning following the steps and instructions suggested.
3. Licensee answering the emails of the product support team within a period shorter than 3 business days. No answer from the customer within this timeframe will be considered as a resolved issue and the issue will be closed.
4. Licensee respecting always all the involved parties, an issue can be closed, and the customer warned in case of disrespectful behaviour.
5. Licensee will at all times comply with the License Agreement.

6. COMPLAINTS, SUGGESTIONS AND FEEDBACK

Complaints, suggestions, and feedback must always be sent to support@avis-gis.com with the following information:

COMPLAINTS

Closed issues due to a delay in the answer from a Subscriber (i.e. 4.3) will not be considered. Otherwise, mention the following information:

- 'Subject': your COMPLAINT + ticket number.
- Text content: clear and short explanation of the complaint.
- Attachments: emails, pictures and other files related to the complaint.

SUGGESTIONS

- 'Subject': your SUGGESTION (+ ticket number).
- Text content: clear and short explanation of the suggestion.
- Attachments: emails, pictures and other files related to the suggestion

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FEEDBACK

When an issue is closed, the Licensee will receive an email to evaluate our service. Answering to this email is not mandatory but is always important for us to know how our service is perceived.

7. APPLICABILITY

Product support services are only available for the Software as applicable to the Licensee based on their subscription. The product support service provided as explained above is included in the purchase of the license for Subscribers only, does not incur an extra cost, and applies only to technical software issues.

Questions or issues related to normal use of the application are billable according to the hourly rate applicable at that time. Information concerning the applicable hourly rate can always be provided by the person of the product support team Licensee is in contact with.

In case the License Agreement is terminated due to a breach, or for any other reason, this SLA including all product support services are also terminated.