RECFACES

TECHNICAL SUPPORT SERVICES

Provision regulations at RecFaces FZ-LLC

DUBAI

The present conditions apply to the company RecFaces FZ-LLC (here in after– Vendor), Products and regulate the procedure concerning actions, deadlines and other aspects, related to the service implementation of the "Technical support" (here in after - technical support, TS).

1 GENERAL PROVISIONS

The "Technical Support" service is provided to licensed software users on the basis of purchased Technical Support Certificates.

Supported configurations of licensed software are listed in the Product's technical documentation.

2 TERMS AND DEFINITIONS

User – a Partner implementing the Product on behalf of the end user.

Product – software developed by the Vendor and legally purchased by the User.

Request – a request from the User or their representative to the Vendor's Technical Support Service on such issues as working with the Product, Product development, or identifying errors in the Product's operation.

Incident – any event that is not part of the normal operation of the Product and that causes or can cause the termination of the User's technological processes.

Response time – the time period starting from the registration of the User's request ending withthe Technical Support Service's response to this request. The response of the Technical Support Service implies an email or phone call (notification of the work launches or information request on the merits of the request, or providing consultation, recommendations, or a ready-made solution, if the problem is known). The period for response depends directly on the severity of the incident and the package of technical support purchased.

Product error – Product characteristics that differs from that described in the documentation for certain infrastructural conditions.

Supported configuration – a configuration in which the software interacts in an established and verified manner with hardware platforms, operating systems, software applications, and third-party products. The supported configuration is described in the Product documentation.

Alternative configuration – a configuration in which the software has not been tested, verified, or approved for use, as well as a configuration that is not described in the Product documentation.

The current version of the Product – a version of the software released in production that modifies or replaces the previous version of the software.

The main version – the oldest version so far that includes Product improvements and additional functionality, and may also include architectural changes and support for new platforms or operating systems.

The Contractor – the Vendor's Technical Support Service employee.

Business days - any day in which normal business operations are conducted by Monday through Friday except national and international holidays.

3 VENDOR'S OBLIGATIONS

The Vendor undertakes to:

- Ensure that the Technical support Service is provided with proper quality, in accordance with the established deadlines and the purchased Technical Support Certificate.
- Register each User's request in its own request management system, providing the User with the registered request number by email to identify the request.
- Provide information about the progress of solving registered Request at the User's request.
- When determining the request cause as a Product error, provide the User with sufficient information to resolve the incident, namely:
  - information about the available version, that solves the problem;
  - or information about an existing Product’s update, that solves the problem;
  - or information about the planned release dates for a version or update, that may solve this problem;
  - or information about how to bypass this problem.
- Provide responses to the User requests, namely:
  - ready-made solution or recommendations for solving the problem;
  - consultancy on the Product;
- Access to documentation or online-resources, containing information on currently known problems and recommendations for solving it.
- Keep confidential and not disclose information about User to third parties. All information received from the User is only used to diagnose, solve, and prevent any problems with the Product.

4 USER'S OBLIGATIONS

The User undertakes to:

- Install and operate the Product in accordance with the Product documentation.
- Ensure uninterrupted power supply to the hardware on which the supported Product is installed and operated.
- Send requests for technical support by email to id-support@recfaces.com.
- Provide information in accordance with the rules set out in section 7 of these Terms, in the event of requesting technical support.
- Fully comply with all recommendations of the Technical Support Service and provide the requested information on the merits of the request.
- Be fully responsible for ensuring proper security of the network, system-wide software, and hardware.

5 RESTRICTIONS AND REQUEST PROCESSING

The set of Technical Support Service depends on the lifecycle phase in which the Product version is. Full support is provided for current versions of Products, including technical support, as well as the release of fixes and updates; support for previous versions may be limited. Users of versions that have been discontinued or restricted are provided with known solutions or existing fixes and updates, as well as assistance in updating to current versions.

Technical support is provided for the Products that are used in a supported configuration. The supported configuration is described in the Product documentation and is determined by operating system versions, databases, devices, device drivers, and Product-compatible applications. Products used in alternative configurations are not supported.

Requests are accepted only from official representatives of the User.

The response time is determined by the level of problem acuteness assigned when registering the Request or while working on the problem. The initially assigned level of acuteness can be changed after starting solving the problem.

The time required to resolve a problem from the Request may be extended pending the necessary information to be provided on the merits of the Request from the User.

If the User's Request contains several issues, a separate Request is registered for each issue.

If the Vendor's Technical Support Service determines that the problem is linked to software (or its settings), hardware (or its settings) from a third-party developer, the User should contact the Technical Support Service of the corresponding third-party developer.

If the User does not respond to the proposed solution or to the request for additional information within 3 (three) business days, the Request is considered irrelevant, and the Vendor's work on the solution of the Request is terminated. Once received the information from the User about an already closed Request, a new Request is registered and linked to the closed Request to use the previously provided information.

The "Technical support" Service is not provided if:

- technical support is expired (Technical Support Certificate is expired);
- the Product is used in conjunction with unlicensed software;
- the terms of the license agreement are violated.

5.1 REQUESTS CLASSIFICATION

As part of responding to the Request, the Vendor performs the following actions:

- Classifying the Request according to the classification table (table 1);
- Changing the priority of the Request in accordance with the criteria for determining priorities, if the priority was initially set incorrectly (table 2);
- Assigning a Contractor based on the Request;
  Notifying the User by email or phone about the receipt of a request for the provision of services, indicating the number of the registered Request in the request management system.

Table 1. The Request Classification

№	Request Category	Outline
1.	Incident	Those Requests that reflect the occurrence of events, which are not part of the Product’s normal operation, leading to a lower quality of Product’s operation, complete or partial shutdown of technological processes in the Product’s production process.
2.	Service Request	Requests for the services provision within the normal functioning of the Product related to administration (including remote), installation of updates.
3.	Consultation	Request on the procedure explanation about using the equipment or Software, or any difficulties encountered when using the equipment or Software.

The priority of the Request is assigned by the contractor in accordance with the established rules (criteria). The rules for assigning priorities depend on the category of the Request that are shown in Table 2.

Table 2. Criteria for determining Request priorities

"Incident " category	
Priority 1 (Critical)	A Product malfunction that causes the complete stop of the technological process of the User (or one of the categories of privileged Users).
Priority 2 (Major)	A malfunction of an individual component of the Product that does not lead to a loss of performance of the technological process for the User overall or for one of the categories of privileged Users, but the technological process of a large group of Users is disrupted or there is a risk of a Critical Incident.
Priority 3 (Standard)	A Product malfunction, which is systematic but minor, affects small groups of Users and does not affect the performance of the technological process for the User overall.
Priority 4 (Minor)	The Product malfunction is not systematic, it is unstable, affects individual Users, and does not affect the performance of the User's technological process overall.
"Service request" and "Consultation" categories	
Priority 1 (Critical)	The request was sent as part of the execution of critical tasks for privileged Users.
Priority 2 (Major)	The request is sent as part of the execution of operational and important tasks of the User, which are due in the next 5 business days.
Priority 3 (Standard)	A request within the current regular use of the Product, sent within the User's activities without a deadline for execution, or the deadline for execution occurs in more than 5 business days.
Priority 4 (Minor)	The Request is made as part of the study of additional optional features of the Product, providing additional non-regulatory and non-operational services. Request for consultation

The Contractor has the right to decide upon a mass incident and notify Users in case of major incidents (emergencies), all requests for a mass incident are linked to one incident.

5.2 EXECUTION OF REQUESTS

During the execution of the Request, the Contract or must inform the User by e-mail about the status of their request. After completing the Request, the Contractor must notify the User about the results, upon completion of work to eliminate incidents. The list of main service Request statuses is shown in Table 3.

Table 3. Status of Request

№	Status name	Status description
1.	Appointed	The Request is classified. The Request Contractor is assigned. The Contractor can be either a working group or a specialist.
2.	Approval	The request has been submitted to the User for approval. The Technical Support Service is waiting for a decision to be made, which may result in additional information being requested, the Request may be rejected, submitted for work, or executed.
3.	Request for information	The information is specified by the user specified in the Request. The Technical Support service is waiting for additional information. As a result of receiving clarifying information, the Request may be sent for approval, rejected, submitted for work or executed.
4.	Postponed	Work on the Request was suspended by the Contractor. Within the status, the Contractor may wait for the preparation of a technical solution, suspend work on the initiative of the User (the initiator of the Request), or for other justified reasons (indicating the reasons for suspending the Request).
5.	In progress	The Request was accepted by the Contractor. As part of the execution of the Request, additional clarification of information may occur, coordination with the User, and transfer to related Contractors.
6.	Closed	The request is executed, and the Contractor has completed all the necessary actions.
7.	Decision Confirmation	The Request is executed, a notification is sent to the User (the initiator of the Request) that the work on the Request is completed, and a technical opportunity is provided to evaluate the Contractor's work or return the Request for revision.
8.	Canceled	The contractor rejected the Request based on the results of approval by the User, due to duplication of the Request in the request management system, or for other justified reasons (indicating the reasons for rejecting the Request).

5.3 CRITERIA AND DEADLINES FOR REQUEST EXECUTION

The Vendor ensures that Requests are executed in the following time frames:

Table 4. Time frame for executing Requests

№	Outline	The implementation time frame
1.	Incident Resolution	from 10:30 a.m. to 19:30 p.m. (GMT+4) time on business days
2.	Service Requests Execution	from 10:30 a.m. to 19:30 p.m. (GMT+4) time on business days
3.	Execution of Requests for consultation	from 10:30 a.m. to 19:30 p.m. (GMT+4) time on business days

The processing of Requests is controlled by the execution time, which is defined as the time period required for the Contractor to complete the execution of the Request and provide a final solution acceptable to the User. The countdown starts from the time of Request registration by the Contractor and stops at the moment when the final decision is provided to the User who sent the Request, namely a notification about the change of the Request status is sent to the User's email address. When calculating this parameter, it does not consider the time required for the Contractor to:

- obtaining access rights to the automated workplace or physical access to hardware or system software;
- performing actions by third-party performers or Users outside the Performer's area of responsibility (restoring hardware, solving problems with system Software);
- getting the User's consent to perform actions, apply technologies;
- getting additional information from the User who submitted the Request;
- making changes to the source code of the system.

Table 5. Monitoring of Requests execution parameters

	Priority 1	Priority 2	Priority 3	Priority 4
Request Category "Incident"				
Execution time*	4 hours (on business days)	8 hours (on business days)	3 business days	10 business days
Request category "Service Request"				
Execution time* *	4 hours (on business days)	2 business days	5 business days	10 business days
Request Category "Consultation"				
Execution time	8hours (on business days)	2 business days	5 business days	10 business days

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* If a Priority 1 or 2 incident is resolved (service restored) using a temporary or workaround solution, a permanent solution must be provided no later than 3 business days after the incident occurred

** The execution time for the "Service request" category of Requests is specified only for standard changes

6 THE COMPOSITION OF THE TECHNICAL SUPPORT

Service catalog	**Standard**
The availability of the Technical Support Service 24x7 (in the mode of receiving requests, processing of requests is carried out during business days and operational time)	E-mail
Analysis and elimination of emergencies in the Product’s operation using remote access to the Product	✓
Work on incidents in 8x5 mode (from 10:30 a.m. to 19:30 p.m. (GMT+4) time on business days)	✓
Consultation on Product installation and usage	✓
Accepting suggestions for Product improvements	✓
Informing about available updates Product on request	✓
Providing access to update packages when updates are available	✓

7 RULES FOR SUBMITTING REQUESTS FOR THE TECHNICAL SUPPORTSERVICE

Technical Support service order should contain the fullest possible information on the essence of the problem or the needs of the User. Below is a list of mandatory information that must be included in the request:

Valid Technical Support Certificate
Serial number of the Installation
Company name
Problem description: • **How does the problem appear?** • **Description and text of the error** • **What actions cause the problem to appear?** • **What changes of the infrastructure or Software settings have been conducted recently?**

In order to reduce the response time of the Vendor's Technical Support Service, as well as possible reduce the time to find out the causes of the incident, the User can additionally specify the following information:

Contact information of the user: • Full name; • Position; • E-mail; • Contact phone number
Full report on the problem PC/server in the following format: **«. html»** For example, using the utility **WinAudit** (http://www.parmavex.co.uk/winaudit.html) or result of execution command **msinfo** (msinfo32 /nfo C:\server.nfo)

Please note that the availability of remote connection ensures that the Vendor's Technical Support specialists resolve problems faster and more efficiently and identify the cause of the incident.