User Technical Support Regulations
within the scope of the Support and Update
Certificate
RecFaces FZ-LLC

2024

This regulation applies to the products of the company "RecFaces" (hereinafter referred to as the Vendor) and regulates the procedures, timelines, and other aspects related to the provision of the "Technical Support" service (hereinafter referred to as technical support, TS) within the scope of the support and update certificate.

1. General regulations

1.1. This Regulation is designed to govern the operations of the Technical Support Service, ensuring the ongoing high performance of the Products, timely consultation support, and quality service delivery to Users.

1.2. Technical support is provided to Users of licensed software based on:
- Regulations for technical support provision to Users;
- Support and update certificates.

2. Terms and Definitions

User – a company using or implementing the Product;

Vendor – a company represented by LLC "RecFaces," involved in the development and sale of RecFaces FZ-LLC Products;

Product - software developed by the Vendor and acquired by the User on a paid basis through the conclusion of license agreements with the Vendor, in accordance with the legislation of the United Arab Emirates;

Software (SW) - computer software;

Claim/Request - a question formulated by the User in electronic form (email), related to the operation of the Product, requiring resolution by the Technical Support Service (as per the list of provided services);

Customer service software CSS- a system for managing interactions with Users (a web service) designed to register requests/inquiries and record all actions taken by technical support staff to address User claims.

The Vendor undertakes to:
- Ensure the provision of "Technical Support" service with proper quality and according to the list of provided services;
- Register the User's requests in the Customer service software, providing the User with the number of the registered request by e-mail to identify the request;
- Not to exceed the time of request registration (not more than 24 hours in accordance with the technical support work schedule);
- Provide information on the progress of solving registered requests at the User's request;
- Observe confidentiality. All information received from the User shall be used exclusively within the framework of the necessary work with the Technical Support Products.

3. List of services provided

The following services are defined within the Regulation:

№	Description of service	Comment
1.	Access to releases, updates, patches, documentation on Products (within the release policy)	Access is provided to the cloud file storage with the provision of authorization data. Installation of releases, updates, patches is performed by the User of the system
2.	Consultations on software customization, consultations on integration with external systems available for the Products	Consultations are carried out upon request, according to the Rules of Use (**see p. 3 of this Regulation**)
3.	Consultations on system performance	Consultations on system actions not described in the documentation are considered and agreed upon in individual requests
4.	Informing about available software updates and updates to the Products' security certificates	Informing is done as part of the release policy
5.	Receiving requests to improve/expand the functionality of the Products	Suggestions for improving or extending the functionality of the Products are accepted. If the suggestions fit within the scope of the Products development, the requests may be added to the scope of the software development plan
6.	Correction of important or critical errors in the Products (including in case of emergency or extraordinary situations involving complete loss of the Software's ability to provide its functionality)	1. Errors are corrected only upon request and with the provision of: - a completed checklist with information about the status of the system at the time of the error; - photo/video data of the error. 2. errors are corrected only within the current version of the Products available for downloading from cloud storage; 3. Criticality of errors and possibility of their correction within the current version of the Products is determined by the Vendor. 4. Implemented patches are provided as a patch package for user installation. 5. Checklist, is an integral part of this regulation 6. Errors are not corrected if restrictions and assumptions are met, (see p. 6 of this regulation)

4. Procedure for providing technical support

4.1. Technical support services are provided from 10:00 AM to 7:00 PM (GMT+4), on working days;

4.2. If the User's Application contains several problems, a separate application is registered for each issue;

4.3. If the User does not respond to the proposed solution or request for additional information within 5 (five) working days, the Application is considered irrelevant, and the Vendor's work on solving the problem is stopped; When new data is received from the User on such a claim, a new claim will be registered and the closed the claim will be contacted to use the previously provided information;

4.4. Vendor's technical support response may be:

    o   request for additional information to fully and accurately determine the appeal (in this case, the response time to the request is increased by the period of time for providing the requested information);

    o   response on the request/claims (providing the requested information, consulting, sending the current version of the software, providing recommendations);

    o   confirmation of the request registration and start of work on its solution.

5. Limitations and Allowances

5.1. Services provided as part of technical support:

- Not provided if the Products are used beyond the recommendations made at the stage of calculating the Technical specifications for the use of the Products (TS);
- Not provided in case of failures caused by third party software products and operating systems;
- Do not include the development of new documentation for the Products at the Customer's request;
- Do not include work performed by Vendor to install provided Product updates or Product patch packages;
- Do not include customization of operating systems, permissions and access levels of third-party programs;
- Do not include the setup and configuration of servers, workstations, computer networks, network infrastructure and other equipment;
    - Does not include setup and configuration of Products, including terminal equipment (cameras, terminals);
    - Does not apply to installations of versions of the Products that are beyond the current and previous releases.

5.2. A request for technical support will be denied if:

- The technical support certificate has expired;
- The facts of violation of the license agreement of the supported software, system-wide software are detected;
- The facts of using undocumented features of the supported software, system-wide software are detected;

Checklist (system information)

№	Check name	Check status	Comment
1.	Number of channels connected to the Product		Specify the number of connected channels, at the time of the request
2.	Number of physical processor cores allocated for Product operation		Specify the number of physical processor cores
3.	Amount of RAM allocated for Product operation		Specify the amount of RAM, Gbytes
4.	Type of system disk allocated for the Product operation	SSD □ HDD □	
5.	System interface available. Is it possible to authorize in the Product?	Yes □ / No □	
6.	Checking the license status (if the system interface is available)	Active □ / Blocked □	
7.	Checking the operation status of the Product services - all services with prefix IdMe-) • services-sattelites (nginx, RabbitMQ, Redis, PostgreSQL)		The status of correctly working services - Running/Executing Services with any other status should be listed in the check-list
8.	Checking the free disk space of the system disk	[ ], Gbytes	Specify the size of free disk space of the system disk "C" in Gbytes
9.	Evaluation of the server operation state at the moment of request formation - CPU load, in percent - RAM load, in percent • System drive load, in percent	CPU load [ ], % RAM load [ ], % Drive C [ ], %	
10.	Is antivirus software installed? Antivirus software activity status	Yes □ / No □ Active □ / Not active □	

11.	The saved log's archive of all services has been uploaded to cloud storage	Yes ☐ / No ☐	Saving logs from the folder C:RECFACES/ SLOGS is performed in cloud storage (https://files.recfaces.com), in a common folder with the name of the company and mandatory indication of the date of the request
12.	In case of API usage, check of request fulfillment with response in additional Postman software.	Yes ☐ / No ☐	Providing the complete request chain: - request url - request composition/body - request response result