Support Policy

Purpose and Scope

This Support Policy (the "**Policy**") governs Rentouch's provision of certain Additional Services in connection with its software and cloud offerings ("**Rentouch Products**"). This Policy supplements the Customer Agreement (SaaS) or the Software License Agreement (on-premise) or a written agreement executed by Rentouch (each, the "**Agreement**") and will control in event of a conflict with the Agreement relating to Additional Services. Capitalized terms not defined in this Policy have the same meanings given to them in the Agreement, and "you" means the person or entity with a license or subscription to Rentouch Products as defined in the Agreement.

Support offerings

	Standard	Priority	Premium
	• 9/5 CET • Service Desk Platform	• 24/5 for "Blocker" issues • Faster response times • Service Desk Platform • Private Slack Channel	• 24/5 for "Blocker" and "High" severity issues • Dedicated senior support team • Fastest response times • Service Desk Platform • Private Slack Channel • Phone support
Products	piplanning app	piplanning app	piplanning app
Support packaging	Bundled with paid cloud and on-premise plans	Paid separately	Paid separately
Support team	Support team	Support team	Dedicated senior team
Phone support	Not available	Not available	Dedicated phone number
Support entitlements (who can raise support requests)	Product admins (max. 1 person)	Product admins (max. 3 persons)	Product admins (max. 5 persons)
Initial Response Time (IRT) L1: Blocker L2: High L3: Medium L4: Low	L1: 2 business hours L2: 6 business hours L3: 1 business day L4: 2 business days	L1: 1 hour L2: 2 hours L3: 1 business day L4: 2 business days	L1: 30 minutes L2: 2 hours L3: 8 hours L4: 24 hours

Support hours	9 hours per day Mon - Fri	L1: 24 hours Mon – Fri L2 - L4: 9 hours Mon - Fri	L1 & L2: 24 hours Mon – Fri L3 & L4: 9 hours Mon - Fri
Price	Included	$9'000 / year	$25'000 / year (per three named contacts)

Trial plans have access to our self-service knowledge base.

Definitions

Initial response time - Severity Levels

Rentouch will use commercially reasonable efforts to meet the target initial response time for the applicable severity level. Our Support personnel will assign a severity level "Blocker" to each Incident in their sole discretion and seek to provide responses in accordance with the table below. Rentouch will use reasonable efforts to notify Customer of any change from the Severity Level initially reported by Customer.

Level	Description	Examples
L1: Blocker	Production application down or major malfunction affecting business and high number of staff.	• Total loss or continuous instability of mission-critical functionality or total loss of service • A security threat causing potential risk to the customers' data privacy.
L2: High	Serious degradation of application performance or functionality.	• Issues that are impairing, but not causing a total loss of mission-critical functionality • Intermittent issues that are mission-critical functionality. • Inability to deploy a feature that is not currently relied upon for mission-critical functionality. • Loss of redundancy of critical software component. • Any workaround to a Priority 1 issue that does not constitute a permanent fix, unless a path for permanent fix has been identified and communicated
L3: Medium	Application issue that has a moderate impact to the business.	• Issues in the network or on the system that are not causing impact to mission-critical functionality. • Non-repeated issues that have impacted mission-critical functionality but have since recovered.

		• Issues seen in a test or preproduction environment that would normally cause adverse impact to a production network.
L4: Low	Issue or question with limited business impact.	• Information requests. • Standard questions on configuration or functionality. • Cosmetic defects.

Support hours

Support during normal business hours = 8am - 5pm CET (UTC+1) Monday - Friday, excluding Rentouch holidays.

Premium support named contacts

Premium connects our top-tier engineers with the customer. We limit the number of individuals to three named contacts (per $25'OOO per account). This helps ensure the most knowledgeable individuals among our customers are connected with our most senior engineers to drive issues to conclusion faster.

Support includes

- Incident Support

- Identifying and troubleshooting problems in the system

- Root cause analysis

- Assistance with issues during installation

- Assistance with issues during upgrades

- Identifying and creating needed bug reports

- Guidance around implementation and configuration

Support does not include

- Customers without a valid maintenance agreement

- End of Life, Beta, Release Candidate or Development releases

- Customized versions of Rentouch products (customized = original product code has been modified)

- Development questions or requests.

- Third-party application integrations or third-party plugins

- Support for end-users

- Product training

- Support in languages other than English and German

- Professional Services

- System & Performance tuning

- Deployment & Capacity Planning

- Installation & Upgrade Services

Self-Service Knowledge Base

Rentouch offers an online Help Center (https://howto.piplanning.io, accessible blogs and our Youtube channel. Any information submitted to this Self-Service Knowledge Base will be publicly available.

Fixing Bugs

- Rentouch will help with workarounds and bug reporting

- Critical bugs will generally be fixed in the next maintenance release

- Non critical bugs will be scheduled according to a variety of considerations

Critical priority is defined as: "production application down or major malfunction causing business revenue loss or high numbers of staff unable to perform their normal functions." This includes security issues.

Eligibility and Software Maintenance

Software maintenance covers access to support and software product updates if the licenses were legally acquired and or the maintenance fee was paid. After the active maintenance period expires, the software will continue to function, but you will no longer be able to access support or software updates (including security bug fixes). Support is open to system administrators and account holders. End-users will be redirected to a system administrator.

Knowledge Prerequisites

Customers are responsible for administering and upgrading their own installations. Rentouch will provide guidance on how to do this, but we will not be able to provide step by step maintenance and installation.