KONTRON

2020

KONTRON CANADA INC.
STANDARD TECHNICAL SUPPORT

Kontron Canada Inc. (hereinafter "KCI") will provide technical support (help desk support) by telephone or email to customer (meaning the original owner of the product being serviced under this document) for the products sold by KCI (and still within their service life), at no additional charge:

Attributes	Standard (Complimentary)
Monitored email and live support	Included
Help Desk Language	English
Service availability	8 X 5
Help Desk response time commitments	See "KCI response expectation" in this document
TAM (Technical Account Manager)	None assigned
Performance reports every quarter	Not included

KCI response expectation

The following table specifies the response for customer problems based upon the classification mutually agreed between Parties.

Standard	Respond	Restore	Resolve
Critical	Target: 2 business days	Target:10 business days	Final resolution is based on partner's and KCI's release schedules, open source code and other factors
Major	Target: 2 business days	Target: 20 business days	
Minor	Target: 2 business days	Target: 45 business days	

Response times are relevant to three (3) events that occur per case:

1- Respond: This is the initial answer to a service request. During this event, the case data is collected, the case is logged, priority level assigned and the customer is contacted by the person able to restore.

2- Restore: This event is characterized by KCI personnel getting the Product back to either stable operation with either:
   a. A permanent fix
   b. A temporary workaround
   c. A solution action plan
3- Resolve: The objective of this event is to ensure a permanent solution by providing either:
   a. A final resolution in the form of a permanent fix
   b. An agreed upon complete action plan

The response times set forth in this section constitute targeted goals to be provided by KCI to customer, and it is understood that KCI shall use commercially reasonable efforts to respond to customer requests within the target times set for the relevant priority level. Accordingly, the parties agree that any sporadic failure to meet targeted times shall not constitute a breach of KCI obligations under this document.

Problem classification - severity

The following problem classification table definitions are used to determine the initial response, reporting interval and notification schedule. All services requested by customer are recorded in KCI support ticket management system. A priority may be modified to reflect changes in business impact anytime during the life of a ticket.

Severity	Definition:
Priority 1 Critical (A)	Conditions that severely affect the primary functionality of the product and because of the business impact to the customer requires non-stop immediate corrective action , regardless of time of day or day of the week (within the parameters of the SLA agreed with customer) as viewed by a customer on discussion with the organization such as: a) Product inoperability b) A reduction in the capacity capability, that is, traffic/data handling capability such that expected loads cannot be handled c) Any loss of emergency capability (for example, emergency 911 calls) or d) Safety hazard or risk of security breach. **KCI Engagement** Resources dedicated in relation with SLA in place until restoration **Customer Engagement** Designated resources with ability to provide required information

Priority 2
Major (B)
	Product is usable, but a condition exists that seriously degrades the product operation, maintenance or administration, etc. and requires attention during pre-defined standard hours to resolve the situation. The urgency is less than in critical situations because of a lesser immediate or impending effect on product performance, customer and the customer's operation such as
	
	   a) Reduction in product's capacity (but still able to handle the expected load),
	   b) Any loss of administrative or maintenance visibility of the product and/or diagnostic capability,
	   c) Repeated degradation of an essential component or function, or
	   d) Degradation of the product's ability to provide any required notification of malfunction.
	
	KCI engagement
	   Resources committed in relation with SLA in place until restoration
	Customer engagement
	   Designated resources with ability to provide required information

Priority 3
Minor (C)
	Other problems of a lesser severity than "critical" or "major" such as conditions that have little or no impairment on the function of the system in which customer can reasonably circumvent or avoid on a temporary basis without the expenditure of significant time.
	KCI engagement
	   Resources committed in relation with SLA in place to provide a restoration
	Customer engagement
	   Designated resources with ability to provide required information

Customer and KCI shall discuss in good faith and mutually agree on problem classifications according to the definitions above. In the event of a disagreement, customer's classification shall be used.

Service availability

In North America, Europe and some parts of Asia, standard help desk is available 8 AM to 5 PM customer's local time. This help desk support service is provided in the English language.

Technical account manager

No technical account manager (TAM) is assigned under the standard support plan.

V.20200521

Other services

This Help Desk service is provided by KCI and does not include training and onsite support or any other professional services. This service is strictly limited to helpdesk (telephone and electronic support). Onsite support, training, consulting and other services may be purchased separately from KCI.

Contact

Email Access	SUPPORT-COM@KONTRON.COM
Phone Access	1-888-835-6676
WEB Contact-Support	https://www.kontron.com/about-kontron/company-overview/contact-us/forms/contact-support