Support Policy for the Egon Cloud Solution

This support policy is effective as of October 2021 and describes the support services for incidents, new requirements and special projects offered by Egon Solutions for its Egon cloud services.

Egon Solutions product support aligns with the following requirements:

- Support requests need to be registered electronically on the official website link provided by Egon Solutions by the user(s) assigned by the client.

- The request must be written in with the necessary detail (Image, the sequence of events, the process that was being done in case an incident was presented, examples of reports or screens in case of new requirements) to ensure its clarity and understanding.

- The support request must be classified as Incident, New Requests or Special Project per the following guidelines.

  Incidence (Under Warranty): is an event that affects the normal functioning of the system showing a behavior or result different from its original design.

  New Requests (New Features or General Support): this is something new the customer needs. It can be in the form of modifications to existing functionality, development of new functions, process improvement, or special requests such as support with local infrastructure.

  Special Projects: any special effort with a defined scope, beginning, and end to deliver a solution for the customer and is not encompassed within the New Request flow.

Incidences

For Incidences, a service level is assigned per the following priority criteria:

Critical - When a problem or error in the service where one or several critical business flows are interrupted, <u>and the following conditions are present</u>:
- The client has no alternative means to solve the problem.
- There is an important impact on the service for the clients or financial performance.

Service level: Maximum 2 hours for diagnosis with an expedited solution.

Examples:
- Sales have been interrupted and there is no alternative way of processing.

High - When a problem or error in the service where one or several critical business flows are interrupted <u>and one of the following conditions are present</u>:
- The client has an alternate means to solve the problem
- There is no direct or immediate impact on the service for the clients or financial performance.

Service level: Maximum 4 hours for diagnosis with a resolution time agreed with the customer taking no longer than three days.

Examples:
- Inventory receptions are generating an error but manual records can be kept temporarily.
- Sales have been interrupted and there is an alternate way to process the sale by later updating accounting, inventory, and any other requirements.

Medium - When a problem or error in the service where no critical business flows are interrupted and one of the following conditions are present:
- The client has an alternate means to solve the problem
- There is no direct or immediate impact on the service for the clients or financial performance.

Service level: Maximum 3 days for diagnosis with a resolution time agreed with the customer taking no longer than eight days.

Examples:
- Inventory receptions are generating an error, but manual records can be kept temporarily.

The following table summarizes the service levels described above:

Level	Critical Service	Alternate Solution		Business Impact	Diagnosis Maximum	Resolution Maximum
=======	=======	=======		========	========	=========
Critical	Yes	No	and	Yes	2 hr	Expedited
High	Yes	Yes	or	No	4 hr	3 days
Medium	No	Yes	or	No	3 días	8 days

Notes:
- When the software service is hosted in the customer data center or there is any local infrastructure component involved, the times for diagnosing and resolving an incident could be affected

New Requests

To enable a continuous improvement of the service and operation with a continuous flow of New Requests, a support contract that reflects the dynamic needs of the operation is recommended.

Egon will work on New Requests based on the priority sequence provided by the customer.

For Egon to start working on each request, it needs to:
- Be fully defined
- Have a total effort equal or less than 10 hours and fit within the total hours remaining in each month (New Requests exceeding these criteria will be treated as Special Project)

New Requests may be of the following types:
- Diagnostics of an incidence when the outcome indicates that it was a customer action that generated the problem
- Diagnostics of infrastructure when service resides on customer premises.
- Modification of existing functionality
- New functionality to the existing software functions
- Special services like backup and restore related services

Customers without a support contract may still register New Requests which will be treated as Special Projects.

Special Projects

Egon will treat as Special Projects any effort exceeding the criteria of the New Requests. Special Projects may be software, process, or a combination of both.

Based on the project scope and objective, Egon Solutions will use a combination of methodologies, tools, and governance mechanisms to better protect the expected outcome.

Before starting any project, the following conditions need to be met:
- Project needs to be defined jointly between Egon and the customer
- Egon presents a solution and financial proposal to meet the needs of the customer
- The customer accepts the proposal
- A kick-off event happens between the customer and Egon leaders