

SUPPORT

Premium or Standard support

Operator offers two types of support agreements:

- Premium support
- Standard support

Both support agreements includes access to our web-based SupportCenter, online support and telephone support.

To ensure the best support and most effective solution finding we recommend that support issues are reported online to our SupportCenter or per email to make sure Operator has sufficient documentation.

Customers without any support agreement can also get support at our standard hourly rate. The minimum fee is half an hour plus time spent.

If you need regular support, we recommend either Standard support or Premium support.

Issue classification

All support issues are categorized according to the following descriptions in order to ensure that the most critical issues are handled with the highest priority:

- Critical – stopped working and must be fixed immediately
- High – barely works, needs fixing fast
- Medium – works, but needs major adjustment
- Low – works, only minor adjustments needed

Telephone support

Both Standard and Premium support gives our customers free access to our telephone support line, which is open during business hours.

Being placed in Denmark, our business hours are Monday-Friday 08:00-17:00 (GMT+1), except on national holidays.

Repeated use of the support line for low priority issues will result in the time spent being invoiced as services not included in the support agreements.

24/7 support hotline

Premium support customer have access to our 24/7 support hotline regarding critical issues and absolute emergencies.

Use of the 24/7 hotline for non-critical issues will result in the time spent being invoiced as services not included and outside business hours.

On-Site support

At present time this is not a service we provide. If you have the need you're welcome to request one of our consultants, at the usual rate.

Modifications and alterations

Major modifications, alterations or additional functionality is not support issues and needs to be addressed to your primary Operator contact or our management team.



Issues reporting

To ensure documentation, and have a record of the issue, we recommend you use our online support channels for reporting support issues:

Email

Email to supportcenter@operatorsystems.com with appropriate detailed description and as many screenshots as possible.

Web-based SupportCenter

Web-based SupportCenter system at <http://support.operatorsystems.com>

Access to the Supportcenter requires both username and password which can be requested.

Once the issue has been reported, it will appear with a reference number in your list of requests in the SupportCenter, and any subsequent communication will be added to this entry.

Guaranteed response time

All our support issues are handled according to the following maximum response times:

| Issue classification | Premium | Standard |
|----------------------|-----------------|-----------------|
| Critical | 2 working hours | 4 working hours |
| High priority | 1 working day | 2 working day |
| Medium priority | 5 working days | 10 working days |
| Low priority | 10 working days | 30 working days |

Customers without any support agreement cannot expect any guaranteed response time but we always try to respond to all support issues as soon as possible.

Support issue process

Once an issue has been reported, the support handling goes through the following processes:

1. Identifying the issue based on the customer documentation or if further identification is needed
2. Replicating the issue
3. Solving the issue
4. Delivering the solution
5. Installing the solution (if requested)
6. Fixing damaged data records (if requested)

Steps 1, 5 & 6 are not covered by the Maintenance Agreement, as you are expected to be able to do it yourselves.

The time spent on these steps will be charged using our standard hourly rate.

Delivery date

Once we have sufficient information for step 2, we will provide you with a delivery date within the following time:

| Issue classification | Premium | Standard |
|----------------------|-----------------|-----------------|
| Critical | 1 working day | 1 working day |
| High priority | 4 working days | 5 working days |
| Medium priority | 15 working days | 15 working days |
| Low priority | 30 working days | 30 working days |

Customers without any support agreement cannot expect any guaranteed response time but we always try to respond to all support issues as soon as possible.