



Haevek Support Services Description

This Haevek Support Services Description is a policy governing Haevek Support Services for the Haevek Software. In the event of a conflict between the terms of this Haevek Support Services Description and the terms of the Haevek End User License Agreement or other agreement with Us governing Your use of Haevek Software (the “Agreement”), the terms and conditions of this Haevek Support Services Description apply, but only to the extent of such conflict. Capitalized terms used herein but not defined herein shall have the meanings set forth in the Agreement. Provided that You remain current in Your payment obligations to Us, We will provide Haevek Support Services relating to the access and operation of the Haevek Software as set forth herein.

1.0 Logging a Ticket

To receive such support, You must report technical issues in sufficient detail and in a timely manner to Our designated support contact(s) by sending an email to support@haevek.com (“Report”) and assist Us in diagnosing and resolving such issues.

2.0 Conditions for Support

Our obligations to provide support are subject to Your implementation within no more than 90 days of all updates and upgrades of Haevek Software that We make available to You or generally.

Haevek Support Services do not include support for Customer Applications or Customer Extensions.

3.0 Support Categories and Details

Support Category	Details
Case Limit	No Limit
Response Time	Response Time is measured from receipt of the Report. See Response Time Matrix in Section 5.0 below.

4.0 Support Hours

Support hours are from 8 a.m. to 8 p.m. Eastern Time excluding weekends and company holidays. We will use reasonable efforts to meet the “response time” goals set forth in the table below, based upon the support hours listed above.

5.0 Response Time Matrix

Severity	Definition	Examples	Response Time
P1	Severe Business Impact	• Production system down or not accessible • Data loss/corruption • Repeated service interruptions • Severe performance degradation impacting business	2 hours
P2	Significant Loss of Functionality	• Critical previously available functionality missing without workarounds, but system is otherwise up • Intermittent service interruptions • Noticeable but tolerable performance degradation	1 business day
P3	Minor Impact	• Some functionality not working as expected but there are workarounds available • How-to or usage questions	2 business days
P4	No Operational Impact	• Enhancement requests • General questions	4 business days