

General terms for support and maintenance

1 SUPPORT CONTRACT

In order to be able to make use of support & maintenance it is required to have a valid support contract. Every client will receive a yearly invoice for support & maintenance. A fully paid invoice for support & maintenance will act as a valid contract for support & maintenance. The terms in this document will serve as agreed terms and conditions for support & maintenance.

2 PERIOD

A support & maintenance contract will always be valid for a period of one (1) year. Support & maintenance has to be paid in advance. Restitution will never be granted.

3 SUPPORT & MAINTENANCE DEFINITIONS

A valid support & maintenance contract entitles the client to:

1. All updates of the software
2. New versions of the software
3. Unlimited support by phone / Skype etc. during office hours (CET)
4. Remote support with remote support software like TeamViewer or Anydesk

4 TYPES OF SUPPORT CONTRACTS

All client can choose between 2 types of support contracts: a standard support contract and a 24/7 support contract.

5 TIME WINDOW STANDARD SUPPORT CONTRACT

Support & maintenance will be available on working days between 9:00 until 17:30 CET.

6 TIME WINDOW 24/7 SUPPORT CONTRACT

Support & maintenance will be available on all days, 24 hours a day.

7 SUPPORT OUTSIDE THE TIME WINDOW

In case of an urgency and support is necessary outside of the time window of the support contract, support might be given at a special rate. This rate will be indicated on the yearly support invoice. The minimum amount of time that will be billed is always 1 hour. Support outside the time window will only be given when the support is in an unworkable state.

8 WAY OF SUPPORT

Support will be given by any means available like mail, telephone, Skype, Teams, Zoom etc. When necessary, Calioppe will log in at the client's computers with 'remote support software' like TeamViewer or Anydesk. The client needs to install the remote support software as is indicated by Calioppe support. It will not be possible for Calioppe to support with remote support software if the indicated remote software is not installed on the client's pc.

9 ACCEPTANCE OF ISSUES

All issues which do not require immediate response need to be sent to the support mail address of Calioppe. (support@caliope.media). It is also possible to raise tickets in the support portal of Calioppe (<https://support.caliope.media>). Requests for support by any other means (telephone, Skype, WhatsApp, Messenger etc.) will not be put into the support system of Calioppe and hence will not be dealt with.

All mails or tickets shall contain only one (1) issue. If a ticket contains more than 1 issue, Calioppe will notify the client and request the client to change the ticket. Unless the ticket is changed, it will be cancelled.

Clients with a 24/7 support contract will be given a special phone number or WhatsApp account that can be contacted in a case of emergency.

10 CLASSIFICATION OF ISSUES

Every issue will be categorized in one of the 6 available categories:

- 1 Open (Received, no action yet)
- 2 In progress (Calioppe is working on a solution)
- 3 Pending (Waiting for more information)
- 4 Completed (Solved)
- 5 Closed (Closed)
- 6 Cancelled (No further action will be taken)

Every issue that is in progress will get one of the following classifications:

- 1 Blocker
- 2 High
- 3 Medium
- 4 Low
- 5 Minor

11 DEFINITIONS OF THE CLASSIFICATIONS

- 1 Blocker: A severe issue that makes it impossible to work with the software. No work-around exists
- 2 High: an issue that makes it difficult to work with the software. A work-around exists or will be provided
- 3 Medium: A issue that once solved will highly improve the software
- 4 Low: A request for improving the software or to add new functionality. This improvement will be beneficial for all clients.
- 5 Minor: A request for improving the software that will only be beneficial for the requestor or only a few clients.

The classification of the issues will be done by Calioppe.

12 CLASSIFICATION ACTIONS

- 1 Blocker: Calioppe will immediately make support available and solve the issue as soon as possible or suggest a work-around
- 2 High: Within 2 working days an answer will be provided in which it is stated what will be done and in which version a solution can be expected.
- 3 Medium: Within 5 working days an answer will be provided in which it is stated what will be done and in which version a solution can be expected.
- 4 Low: Within 5 working days an answer will be provided in which it is stated what will be done and in which version a solution can be expected.
- 5 Minor: Within 5 working days an answer will be provided in which it is stated what will be done and in which version a solution can be expected. If necessary, the client will get a quote for the work to be done.

13 GENERAL TERMS AND CONDITIONS

The 'general terms and conditions for Calioppe software' will prevail over the terms in this document.