



Azentio software support policy

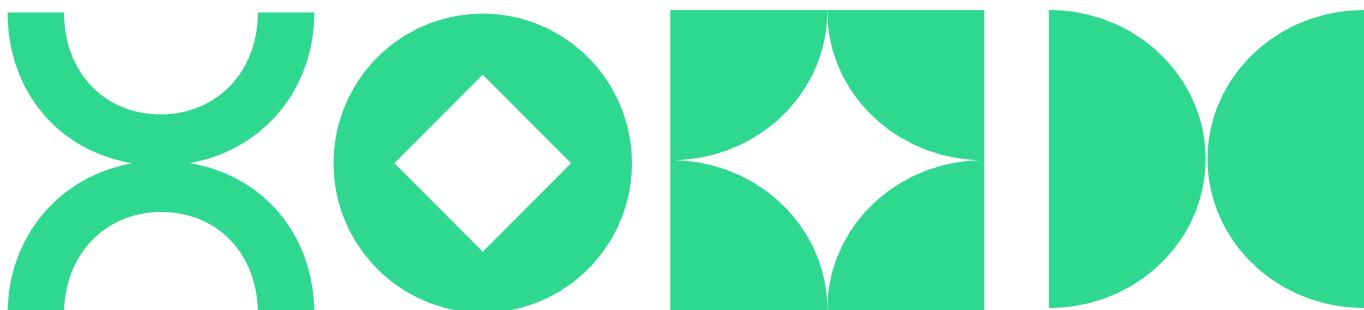


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1 Introduction

This Support Policy ("Policy") outlines the scope, terms, and conditions under which Azentio Software Private Limited its affiliate/subsidiary/group companies/parent company as may be applicable (hereinafter individually referred to as "**Azentio**"), provides support services for all Azentio products.

The Support Services are provided pursuant to execution and existence of valid Agreement (defined below). In the event of any conflict between this Policy and the Agreement, the terms of this Policy shall prevail.

The terms of this Policy are subject to change at Azentio's discretion from time to time.

2 Definitions

The following definitions apply to this Policy.

- "**Agreement**" – shall mean the definitive agreement executed between the Customer (defined below) with Azentio or Azentio's authorised partner, governing the license of Azentio product and corresponding support services subject to the terms agreed therein.
- "**Azentio Support Portal**" – shall mean the designated online platform for logging and tracking support requests.
- "**Customer**" shall mean the entity, as referenced in the Agreement.
- "**Extended Support**" shall mean additional support services offered for the unsupported versions subject to payment of additional applicable fees.
- "**Issue**" – shall mean a request for support services, including defects, queries, or assistance requests.
- "**Major Release**" – shall mean a tested and qualified new version of the software with functional enhancements.
- "**Reinstatement**" – shall mean the process of restoring support services post suspension of support services.
- "**Software Fix**" – shall mean a patch, update, or coding modification to address software non-conformities.
- "**Support Hours**" – shall mean the official working hours when the Azentio Service Desk is available.
- "**Support Period**" – shall mean the 12 (twelve) month period commencing from the date as agreed in the applicable Agreement.

3 Release Management

To maintain security, functionality, and compliance, Customers are encouraged to stay up-to-date with **Software Updates and Major Releases**.

- **Standard Support** is available for the **current version and up to two (2) Major Releases behind**.
- Customers who remain on an **unsupported version** may:
 - Purchase **Extended Support** (refer Section 5).
 - Upgrade to a **supported version** to continue receiving Standard Support.
- Customers are responsible for testing updates before deployment.

4 Support Services

Azentio provides technical support for operational, functional, and technical issues related to its software.

4.1 Incident Logging

- All issues must be logged via the Azentio Support Portal.
- Customers must provide:
 - A detailed issue description.
 - Steps to reproduce the issue.
 - Screenshots and error messages, where applicable.
- Incomplete issue reports may result in delayed resolutions.

4.2 Support Hours

- Standard Support is available **during the Customer's local business hours**, which refers to their standard working days and hours.
- **Severity 1 (Critical) issues shall receive 24x7 support.**
- **Customers on out-of-support software versions** (older than two Major Releases) can opt for **Extended Support** and their support hours is as per Section 5.

4.3 Severity Classification

Severity Level Definition

S1 – Critical	Complete system outage; most users impacted.
S2 – High	Severe performance degradation; workaround available.
S3 – Medium	A module or feature is not working; limited impact.
S4 – Low	Minor functional issue; no business-critical impact.

4.4 SLA – Response & Resolution Commitments

Severity	First Response Time	Update Interval	Data Correction Time	Resolution Target
S1	2 Hours	1 Hour	4 Hours	8 Hours
S2	6 Hours	6 Hours	12 Days	24 Days
S3	2 Days	On Progress	To be agreed*	To be agreed*
S4	5 Days	On Progress	To be agreed*	To be agreed*

*-To be agreed mutually with the customer for every support issue reported.

Azentio will use reasonable efforts to provide a Data Correction or Workaround for S2 issues based on the impact of the issue reported.

Azentio shall provide the Support Services as per the above SLA only to Customers with valid Agreement, within supported software versions and subject to timely payment of support fees or the subscription license fees, as may be applicable.

For out-of-support versions, Customers can opt for Extended Support and their SLA is as per Section 5.

Tickets are closed automatically if no response is received from the Customer within 10 days of resolution.

5 Extended Support

For Customers requiring support beyond the **standard two-release limit**, **Extended Support** is available with the following conditions:

Feature	Extended Support Coverage.
Support Hours	Azentio Support Desk Standard Hours.
Severity Coverage	Only Severity 1 & Severity 2 issues are covered.
Response Time	No SLA guarantee; best effort basis.
Software Fixes	Security patches and critical (S1) bug fixes only.
Customization Support	Not included.
New Feature Requests	Not included.
Fees	Charged at 150% of the last paid annual support/subscription fee.

Customers who require full SLA commitments beyond the two-release limit must upgrade to a supported version.

6 Support Reinstatement

If a Customer's support services are suspended due to non-payment of support fees, then reinstatement of support services for such customer shall be subject to the following conditions:

- Customer must pay **150% of their last paid annual support fee**.
- Reinstatement of support services will resume from the date of receipt of payment reinstatement fee.
- Customers must undergo a **compliance and risk assessment** prior to reinstatement of support services.
- Customer must pay full support fees for the support period including the suspended period. For the sake of clarity, the support fees shall not be prorated or discounted in proportion to the suspended period.

Reinstatement is subject to Azentio's discretion and is not guaranteed.

7 Exclusions

Azentio **does not** provide support for:

- Issues caused by unauthorized modifications.
- Issues caused due to outdated infra of the customer.
- Third-party integrations or dependencies.
- Software versions more than **two Major Releases behind** (unless Extended Support is purchased).
- Issues due to improper use or missing Customer-provided data.
- Feature enhancements or training requests are outside standard support.

8 Escalation Process

If an issue is not resolved within the timeframe mentioned under Section 4.4, then the following escalation matrix applies:

Escalation Level	Role	Contact
Level 1	Support Manager	supportmgr@azentio.com
Level 2	Support Head	supporthead@azentio.com
Level 3	CCO	CCO@azentio.com

Escalations will be reviewed within 24 hours.

9 Support/Subscription Fees & Renewals

- Support/Subscription fees shall be due and payable **annually in advance** on or before the renewal due date unless agreed otherwise in the applicable Agreement.
- Support/Subscription fees for additional **Change Requests** will be **adjusted by 22% in the subsequent Support/Subscription Period**.
- Support Services provided under subscription license will continue until the subscription expires, or the Agreement is terminated as per the terms therein.
- **Support/Subscription fees shall be annually increased** based on inflation or cost adjustments.
- Renewal of support services is subject to payment of the applicable Support fees or subscription fees in advance on or before the renewal due date. Failure to make payment of the annual support fees or subscription license fees, on or before the renewal due date shall result in suspension of support services effective immediately on the renewal due date. Any renewal of Support Services pursuant to such suspension of services shall be subject to reinstatement terms detailed under above Section 6, if applicable.
- Annual support fees or subscription fees paid every year in advance shall be non-refundable for any reason whatsoever.

Thank You

contactus@azentio.com | www.azentio.com

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