

Contents

AGRAMKOW Support Policy.....	2
1. Technical Support.....	2
2. Usage Guidelines.....	2
3. Work instructions and procedures.....	2
4. AGRAMKOW Customer Service Support.....	2
5. Ticket Classification.....	3
6. Ticket Severity.....	4
7. How Prioritization Occurs.....	5
8. Telephone Support.....	5
9. Mail Support (Mail and Web).....	5
10. Support is not training.....	5
11. Designing and/or building your project is out of scope.....	6
12. Know your own infrastructure.....	6
13. Bring your experts.....	6
14. Abuse will not be tolerated.....	6

AGRAMKOW Support Policy

Policy effective May 1, 2021

AGRAMKOW is committed to providing our customers with high-quality product support. To ensure that your experience with our support system is consistent and effective, we provide the following support policy. AGRAMKOW reserves the right to alter this support policy at any time.

1. Technical Support

At AGRAMKOW, we want to deliver the best support experience possible. Our support will help to troubleshoot problems, provide advice on best practices, and get you back on track fast and reliable. We will spend the amount of time necessary to help you with your inquires and there is no limit to how much you can use our support systems. However, our support is not an infinite resource and we do adhere to some rules to prevent abuse of the system in order to deliver fair access to our support for all our customers.

2. Usage Guidelines

The following guidelines and principles must be observed and understood to get the best experience when interacting with the AGRAMKOW support team.

3. Work instructions and procedures

The delivery of the support services is ensured through AGRAMKOW's standardized work instructions and procedures.

4. AGRAMKOW Customer Service Support

Our Customer Service Support team will be available for support Monday – Thursday 08:00 – 16:00 and Friday 08:00 – 14:30 for our customers (the opening hours are applicable for the local offices).

AGRAMKOW Customer Service Support can include help via web, phone, email and remote access to resolve technical issues as well as any problems that have arisen in connection with the use of AGRAMKOW's solutions. The support depends on the Support Plan contractual agreed with the Customer.

AGRAMKOW's responsibilities:

- To provide support in troubleshooting and to provide answers to questions related to AGRAMKOW solutions.
- To maintain a log of reported errors.
- To provide information about Updates via release notes, e.g. via email or other electronic media, which is important for the use of the System and which has an impact on operational stability.
- To respond in relation to contractual agreed service levels.

The Customer's responsibilities:

- To make personnel available to AGRAMKOW with the right level of authority, competencies and communication skills (e.g. network administrator, Service responsible etc.).
- To give AGRAMKOW Customer Service Support access to the Customer's IT infrastructure, the Software Components etc. provided by AGRAMKOW so that work can be performed 'remotely'.
- Provide necessary third-party licenses and permissions, if these are required to work on the Customer's IT infrastructure.
- The Customer carries all communications and operating costs associated with the System as example, own IT, Internet, telecommunications and subscriptions.

Other:

- If any third party, the Customer or persons/companies acting on behalf of the Customer are the direct or indirect cause of errors in AGRAMKOW solution, AGRAMKOW reserves the right to invoice the Customer for the additional time spent/additional costs resulting from this. AGRAMKOW is obligated to inform the Customer of the additional time spent/additional costs within a reasonable time after AGRAMKOW has become aware of this.

5. Ticket Classification

AGRAMKOW Customer Service Support uses a three-category classification system for every ticket that is submitted: Problem, Support and Consultative.

Problem: This classification covers reported issues that represent an actual problem with the functionality of a product. Examples being:

- Functionality that has been working but has stopped, and with no clear work-around/changes that can mitigate it.
- An upgrade resulting in changes causing unexpected behavior or functionality
- The product cannot be used in a documented manner

Support: Items that fall under this classification can be more commonly understood as "how-to" kinds of questions.

- Is unaware of or has questions to how to operate functions. This is not training but simple support to help the customer going (see section 10 Support is not training).
- Unsure of the best way to approach a problem
- Data is not exactly what is expected

Consultative: These are customer requests where AGRAMKOW Service Organization will deliver a standard or customized service to the customer. These will be invoiced the customer according to AGRAMKOW pricelist. Examples could be:

- Training - classroom/on-site/virtual
- Analytical support
- Delivery of services within the responsibility of the customer (e.g., outsourcing of customer functions)

This classification system is one of the things used to determine the prioritization of submitted support tickets. The main goal of AGRAMKOW Customer Service Support is to provide prompt, high-quality support to our customers who are experiencing serious problems with their products and/or installations. For this reason, Problem issues are prioritized and handled in an order that's determined by the level of contractual support plan that covers the installation in question.

6. Ticket Severity

Along with the classification structure, we also use a ticket severity metric to help determine how Problem tickets are prioritized within the support queue. There are four levels of ticket severity into which all incoming support tickets are categorized.

All inquiries to the AGRAMKOW Customer Service Support are registered on receipt. Categorization and handling will take place within the support opening hours in accordance with the following:

Level	Category	Description
1-A	Critical errors	<p>An error that causes the System to stop and leads to a risk of data loss, or production has stopped.</p> <p>Example:</p> <ul style="list-style-type: none"> • Multiple business-critical applications are unavailable • One business-critical application is unavailable for a long time with no predicted recovery time • Central products have stopped causing the production line is not running and there are no work-around
2-B	Serious error	<p>An error that causes functions, which are important to the System and which are time-consuming or resource-intensive to bypass to stop working as intended.</p> <p>Example:</p> <ul style="list-style-type: none"> • Total breakdown of a business-critical application or products with essential and critical impact on business processes/production • Business-critical application is extensively affected a work-around can mitigate the problem but is time-consuming or resource-intensive to do
3-C	Non-serious error	<p>An error that leads to non-critical functions not working correctly and which the user can bypass.</p> <p>Example:</p> <ul style="list-style-type: none"> • Partial failure of a business-critical application or complete failure of a non-business-critical application. • Minimal disruption or deterioration of the Service Delivery with minor impact on affected user(s) or business operations.
4-D	Request for assistance	<p>The Customer requests guidance regarding the use of the Components delivered which is unrelated to errors.</p>

The assignment of severity to tickets occurs during the first communication with AGRAMKOW Customer Service Support at the time of ticket submission when submitted by phone. If a ticket is submitted via AGRAMKOW web portal, we will attempt to assign an accurate severity based on the supplied information.

7. How Prioritization Occurs

Tickets are prioritized within the support system by taking into account Ticket Classification, Ticket Severity and Last Response Time (amount of time since last customer inquiry). Ticket Classification is first used to deprioritize tickets of a consultative nature. The remaining tickets are then sorted to be actively handled by the AGRAMKOW Customer Service Support staff.

8. Telephone Support

AGRAMKOW Customer Service Support via telephone is available for all our customers regardless of they will be invoiced by the hour (please make sure to have a PO number ready) or they have a support agreement with AGRAMKOW (please contact AGRAMKOW for further dialog about our different support plans). Our telephone support is often enhanced by the use of TeamViewer, which lets our Service Engineers actually see your issue live over the Internet, reducing incident resolution times to a minimum.

AGRAMKOW's regional Customer Service Support can be reached by calling:

- EMEA: +45 74 12 35 35 or
+45 20 69 86 81
- North America: +1 864 520 1666
- South America: +55 19 3816 0087
- APAC: +65 6275 0020

9. Mail Support (Mail and Web)

AGRAMKOW will offer product support via email and/or support web portal under Essential and Premium support plan.

AGRAMKOW's regional Customer Service Support can be reached via mail:

- EMEA: support@agramkow.com
- North America: support.agna@agramkow.com
- South America: support.agsa@agramkow.com
- APAC: support.apac@agramkow.com

10. Support is not training

While our support staff often offer tips and advice in the course of troubleshooting, we, unfortunately, cannot offer ongoing consultative training as part of a normal support plan.

We do however offer many different types of training and would gladly assist you with one of our standard training sessions or a customized training session adjusted to your exact needs. We can also offer you a

webinar with training of your choice. Furthermore, AGRAMKOW solutions come with a user manual which is an excellent reference with a wealth of information where you can find help in many situations.

11. Designing and/or building your project is out of scope

While our support staff will be happy to help you when you encounter a technical problem or point you in the right direction if you get stuck, they cannot offer substantive design or implementation guidance, or consulting. While we make our software and products as easy to use as possible, it still requires technical expertise in many different areas. To be successful with our solutions a certain level of expertise is needed and if you need help operating or interfacing with AGRAMKOW solutions please contact your local sales office to discuss support options.

12. Know your own infrastructure

AGRAMKOW solutions are installed in wide variety of factories, systems and platforms, both physical and virtual. Even though our Customer Support Engineers are the experts in troubleshooting AGRAMKOW's solutions no matter where and how they are installed – their support is limited to troubleshooting our solutions and not the entire infrastructure it connects to. Troubleshooting or configuring external systems like databases, firewalls, load balancers, networking devices, virtualization, cloud infrastructure, etc., is outside the scope of our support.

13. Bring your experts

When opening up a support ticket*, it is important to have the experts on your systems available. Our support experience is an interactive one, where we will help troubleshoot live on your system if possible. In order to expedite the process, make sure you have the experts in relevant systems available for the troubleshooting process so that nothing is a “black box.”

* Support ticket is referring to your reported issue where a case with a ticket number is created in our customer service management system

14. Abuse will not be tolerated

We understand that many situations that require support are stressful, high-pressure, time-sensitive, costly, and intense. That said, we take any kind of abuse of our Customer Service Support team very seriously. We will take immediate action against anyone who uses aggressive or harsh language, threatens, demeans, or otherwise engages in unprofessional behavior towards AGRAMKOW employees.

In order to ensure that support remains as available as possible, we take care to monitor tickets for potential violation of these principles. To do this, we track a wide range of metrics and will work with customers who are routinely not following the principles laid out above. As a result, we may send you usage updates from time to time, give you gentle reminders, or, in more severe cases, be forced to de-prioritize your tickets in the support queue. In the most extreme circumstances, we reserve the right to unilaterally suspend or terminate access to AGRAMKOW Customer Service Support for any individual that is violating the above guidelines.