



PANTHER NAILS

MAINTENANCE, ASSISTANCE AND SERVICE LEVEL AGREEMENTS

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Document Owner	Manali Tawari
Contact	legal@panthernails.com
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INTRODUCTION

Panther Nails is pleased to offer a technical support model that provides business value throughout the product's lifecycle. From design, build to run (ongoing support and upgrades), Panther Nails Services Team empowers our customers with the tools to maximize their technology investment. In addition to conventional support processes, we offer web-based support and online service assistance that allows you the flexibility to access our technical team in a way most convenient to your needs.

The Panther Nails Support Service includes:

- Technical support is available from Monday to Friday (except public holidays) between the standard working hours of 9.00 am - 6.00 pm through telephone, email, or ticketing system access to online case tracking system.
- Access to all documentations, product manuals
- Response times SLAs

Panther Nails Support Service is available to all the customers who are using Panther Nails Product Suite.

CURATIVE AND EVOLUTIVE MAINTENANCE COVERAGE

SCOPE OF WORK

Panther Nails provides full support for the 'After8' Apps Suite and Microsoft 365 Apps Suite. The products can be delivered together or independently from each other and delivered in different ways depending on the local context. This document is not referring to any specific product but more generally to the solutions provided by Panther Nails.

Specifically, this includes Technical Support (levels 1, 2 and 3) and Remedial Maintenance Support for Panther Nails Solutions.

Under this contract, Panther Nails will also execute these preventive maintenance support and software enhancement functions:

- Announce new software releases, updates and upgrades to installed software (available on the Web portal)
- Specifically recommend deployment of major bug fixes or security patches when appropriate

The maintenance and support contract also gives the Customer the right to deploy all minor and major updates and upgrades with the same scope of functionalities.

Panther Nails shall support each major version of the Software for the longer period of 24 months after the official release of the next version and 36 months after the initial purchase date of the Software version by the Customer.

The agreement is subject to change with 1-month prior notice to all the customers who have availed of the services from Panther Nails.

TELEPHONE TECHNICAL SUPPORT

Panther Nails Support Team is available to the Customer via these Support Numbers. To ensure that we can address any query quickly and efficiently, we request you to have the following information with you while calling:

- Customer Information, including primary contact
- Support Service Request Number if you are calling about an existing case

Panther Nails provide IVR enabled support helplines depending upon the product subscribed.

For Panther Nails One App: +91 8087144244

For Panther Nails Loyalty App: +91 8988849888

AVAILABILITY OF SUPPORT

In addition to that, Panther Nails provides an email address for respective products as

Application	Support Email Address
Panther Nails Microsoft 365 Applications & Services	support@m365app.panthernails.com
Panther Nails Single Sign on Application Platform	support@ssoapp.panthernails.com
Panther Nails Loyalty App	iepsupport@oneapp.panthernails.com
Panther Nails One App	esssupport@oneapp.panthernails.com

This facilitates the user to easily ask questions to the support team. The in-app ticketing system give the possibility to open and track previous tickets and see updates on on-going requests.

We fortify this agreement by guaranteeing service level agreements (SLAs) covering Maintenance and Technical Support response times, particularly for critical issues.

ONLINE CASE TRACKING SYSTEM

Panther Nails encourages our customers to use our online service tools. Customers can open a service request online, update and view the status online, and receive notifications as we work on your service requests.

To open a service request, please login to our support tracking tool at: <https://support.panthernails.com/issueticket>. To properly qualify the support request, the customer is asked to fill in the category and the severity of the issue. Then the customer will be asked to provide a description of the issue. Providing details (logs, way to reproduce, version number etc.) is strongly encouraged as it helps speeding up the resolution process.

For existing requests, it is possible to interact via e-mail. If so, please reply from the latest email received about this request.

DEFINITION OF PRIORITY CATEGORIES

The priority defined in the following section can be set only for the requests made from email / ticketing web interface.

PRIORITY CATEGORY 1 OR MAJOR ISSUE

A Priority 1 event involves situations in which Panther Nails solution platform is not operational, in that it complies with at least one of the following criteria:

- Total loss or continuous instability of mission-critical functionality or total loss of service
- A security threat causing potential risk to the customers' data privacy.

Generally speaking, a Priority 1 issue is any issue which, if it lasts, will create a default under the Service Availability SLA.

A situation in which one or several nodes, including hardware failures are faulty or not responding is not a Priority 1 issue, unless the issue causes one of the above to happen.

The hardware is supported by Panther Nails only when provided by it.

PRIORITY CATEGORY 2 OR MODERATE ISSUE

A Priority 2 event involves situations in which the Panther Nails solution is not fully operational, in that it complies with at least one of the following criteria:

- Issues that are impairing, but not causing a total loss of mission-critical functionality
- Intermittent issues that are mission-critical functionality.
- Inability to deploy a feature that is not currently relied upon for mission-critical functionality.
- Loss of redundancy of critical software component.
- Any workaround to a Priority 1 issues that does not constitute a permanent fix, unless a path for permanent fix has been identified and communicated

PRIORITY CATEGORY 3 OR MINOR ISSUE

A Priority 3 event involves all other situations in a production environment, as example

- Issues in the network or on the system that are not causing impact to mission-critical functionality.
- Non-repeated issues that have impacted mission-critical functionality but have since recovered.
- Issues seen in a test or preproduction environment that would normally cause adverse impact to a production network.
- Time sensitive questions or information requests.
- Workaround in place for Priority 1 and Priority 2 issues.

UNPRIORITIZED ISSUES OR SERVICE REQUESTS

For systems that are not in production, in development stage or information request, it is possible to engage the support team by creating an unprioritized ticket. As an example:

- Information requests

- Standard questions on configuration or functionality
- Cosmetic defects

EXCLUSIONS FROM THE STANDARD SUPPORT AND MAINTENANCE COVERAGE

The following events are known to generally not being supported by the Panther Nails Support Team

- 3rd party software, monitoring, or other applications running on the Panther Nails Solutions which have not been certified for implementation at the customer site or covered under maintenance agreement.
- Alterations or revisions to the Panther Nails solutions made by the customer without authorization of a Panther Nails Support Team member.
- Defect or errors caused by incorrect use of the Products or operator error.
- Escalations from personnel other than those directly affiliated with the customer (i.e., escalations from other vendors who may have components of the customer's end-to-end solution).
- Products that are not at a supported release level or for which the Customer does not have a current support and maintenance contract.
- Continued support requests for issues where Panther Nails has provided a correction or upgrade which has not been implemented by the customer.
- Continued support requests for issues where Panther Nails has requested data from the customer which has not been provided.
- Enhancements requests.
- Defects or errors caused by any fault or error in the equipment, programs, applications, or products used in conjunction with the Products, or otherwise resulting from causes beyond the reasonable control of the Panther Nails Team.
- Implementation of the Panther Nails Solutions on unsupported operating systems.

SUPPORT ORGANIZATION AND RESPONSE TIMES

SUPPORT RESOURCES AND LEVELS

Panther Nails has a Support Centre based in Jalgaon and Pune to provide full on support. Authorized Customer personnel (Software Representative designated by the Customer) will be able to contact the Support Center through phone, e-mail, and ticketing system. All interactions with support are logged, phone calls are recorded, and e-mails are archived. In case of an actual issue report, logging constitutes the creation of a trouble ticket, yet Response Time is counted as of when the request has been acknowledged by a Panther Nails Support Service Engineer.

Panther Nails support is organized around 3 levels of support specialist, a trouble ticketing system, and escalation procedures.

LEVEL 1 SUPPORT

The services provided in response to a customer's notification of a suspected issue with the Panther Nails Solutions platform. These services include but may not be limited to Qualify and acknowledge the Customer request (question or trouble report).

Answer product installation, configuration, and usage questions. For trouble reports, undertake the following responsibilities:

- a. Perform initial issue troubleshooting, isolation, and identification (for example Hardware vs Software fault triage)
- b. Determine whether a solution is contained in the product, and, as necessary, perform a review of a symptoms-solutions database for known issue resolutions.
- c. Work with the Customer to resolve single issues or escalate trouble ticket to Level 2 Maintenance Support for resolution.
- d. Escalate and manage the progress of trouble resolution through subsequent levels of support.
- e. Provide updates to the Customer on the status of resolution on a basis agreed to with Customer.
- f. Notify Customer of final resolution and verify the issue is resolved before closing the trouble ticket.

LEVEL 2 SUPPORT

The services provided to a customer to perform an in-depth analysis of the suspected issue, attempt to recreate the issue, and to provide an acceptable issue resolution. Nearly all issues are resolved at no higher than this Level.

Level 2 support is also responsible for keeping Level 1 support (and, therefore, the Customer) informed of the status of trouble resolution on a regular basis.

LEVEL 3 SUPPORT

Level 3 is the highest escalation point for trouble resolution and other technical support. Level 3 personnel are Panther Nails development engineers who specialize in various components of the Panther Nails Solutions, and third party (such as hardware or software vendor) engineering specialists for third party applications.

Their responsibility is to resolve issues in the Panther Nails Solutions platform that are determined to be, or are highly probable to be, the result of a design or manufacturing defect or the result of a complex interaction between the platform and another product not resolvable by Level 2 Support. They are able to bring their product design engineering knowledge and specialized expertise to bear on the trouble and effect a resolution within an acceptable time period and in accordance with agreed upon SLAs.

SUPPORT RESPONSE TIME SLA

The following Table identifies the access method, and guaranteed response times and target repair times.

Issues Priority Levels and Guaranteed Response Times			
Priority Category	Access Method	Response Time	Recovery Time
Priority 1 "Major"	Phone/Email/Ticket	30 minutes	6 hours*
Priority 2 "Moderate"	Phone/Email/Ticket	4 hours	48 hours
Priority 3 "Minor"	Phone/Email/Ticket	24 hours	n/a
Service Requests	Phone/Email/Ticket	Best Effort	n/a

**If the apps are deployed on Panther Nails Apps portals, recovery time will be 3 hours*

Response Time begins

- when the ticket has been created in Panther Nails Ticketing system (via the web interface, an e-mail, or phone call)

For Priority 1 issues, Panther Nails will immediately commence diagnosis and resolution of the reported issue. Workaround and repair time target also begin as of the moment of such acknowledgement.

PANTHER NAIL'S ESCALATION PROCEDURES FOR ISSUE RESOLUTION

Upon receipt and acknowledgement of a Customer contact trouble report, a Level 1 Support Technician Staffing the Support Help Desk will open a trouble ticket in Panther Nails Service Request System. This Level 1 Support Technician will take charge of the trouble event and "own" it from end-to-end, even if the ticket is escalated to a higher-level Support Engineer, such as a Level 2 or Level 3 Support Engineer. This ensures that the progress of the ticket and trouble resolution is being continually tracked by one person, and also ensures that –

- Response and repair times are met, and
- The Customer is kept well informed of the status of trouble resolution.

All milestones in the trouble resolution are entered into the trouble ticket by the Level 1 Technician. The Trouble Ticket System is configured to provide alarm alerts at key time intervals to warn of the possibility of a response or repair time SLA being in jeopardy.

When the Level 1 technician determines that a Level 2 Support Engineer is necessary, the technician both forwards the ticket electronically to the engineer best qualified to address the trouble (which automatically alerts the engineer) and follows up with a phone call to this person. Based on the assessment of an issue, the Level 1 Technician may immediately escalate to a Level 3 Support Engineer for a major outage.

Through using these measures, the probability for a trouble ticket being overlooked or not managed within SLA timeframes or per the Customer's expectations is extremely rare.

The following table identifies the escalation path Panther Nails will employ to serve the Customer.

Internal Escalation Pathways for Trouble Resolution		
Escalation on "no workaround"	Escalation to Customer Solutions Engineer	Escalation to Director Level
Priority 1 "Critical"	1 hour*	2 hours*
Priority 2 "Moderate"	3 business days	6 business days
Priority 3 "Routine"	5 business days	n/a

* Monday to Friday (except public holidays) between the standard working hours of 9.00 am - 6.00 pm

SERVICE LEVEL AGREEMENTS AND ASSOCIATED PENALTIES

Panther Nails is willing to back up its proposed response time SLAs with a proposed penalty schedule for both response times and overall service availability.

SERVICE AVAILABILITY SLA DEFINITION

GENERAL SUSTAINABILITY OF THE PANTHER NAILS SOLUTIONS

Provided certain conditions are met in the design and operation of the Panther Nails Solutions, Panther Nails guarantees Service Availability as part of the support and maintenance contract. We are able to provide this guarantee because of the confidence we have in the performance of our product.

CONDITIONS FOR SERVICE AVAILABILITY SLA TO APPLY

In order to guarantee this exceptional availability levels, all effort must be put to identify possible causes of unavailability to happen on the Panther Nails Solutions before the fact.

Also, Service Availability SLA and penalties only apply when the following conditions are met:

- Customer has paid in full all outstanding software license fees, and support and maintenance fees (and has renewed its annual maintenance contract, at least 1 month before the anniversary date, when appropriate)
- The team operating the platform has received training from Panther Nails on software operations.
- Panther Nails and Customer have agreed on a change management process
- A process for Panther Nails to notify Customer of an upgrade release that needs to be deployed for fixing defects or installing security patches and a commitment from the Customer to deploy such upgrade(s) within 10 business days.
- A documented and agreed-to escalation procedure
- The failure is not the consequence of a misconfiguration by the Customer
- For 99.99% Service Availability SLA, a provision allowing Panther Nails to apply changes to the functional configuration without requesting Customer prior approval to solve a Priority 1 issue. Panther Nails will provide notice of the change within 1 business day after a workaround has been implemented.
- Support response time may get increased, or support may be stopped if a force majeure event is declared. In such scenario, there is no extension to the period of services opted earlier. No compensations will be paid against the services not delivered during this period.
- Customer maintains the redundancy level of the hardware architecture.
- Customer has agreed to deploy every upgrade requested by Panther Nails
- Panther Nails will perform or validate all software upgrades on customer's platform
- No software other than certified Operating System by Panther Nails and the Panther Nails Solutions Software are running on the servers
- Panther Nails engineers must have through the Internet access to production servers, 24 x 7.
- Customer provides appropriate network and switches capacity, power, and cooling in the datacenter.
- The SLA does not apply when a datacenter is down or when any system not related to the Panther Nails' solution but impacting the production is down.

CUSTOMER'S SUPPORT SERVICE OBLIGATIONS

The Customer shall provide cooperation and assistance to the Panther Nails in the Panther Nail's efforts to provide support. Such cooperation and assistance shall include but not be limited to:

- The timely transmittal and release of appropriate and accurate documentation and information related to the issues and concerns to Panther Nails Support Team.
- Remote access to Customer's environment where the defect can be reproduced and traced.
- If the fault cannot be replicated via the remote access, the Customer may require the Panther Nail's staff to attend site and shall pay for the time and expense charges involved in attending this site or other locations

End of document