



## 1. Overview, Definitions and Interpretation

### External Information

- 1.1 Support, as outlined in this policy document, is provided pursuant to the Customer's Subscription Agreement, Maintenance and Support Agreement or a partnership agreement. To the extent of any inconsistency between documents, the document appearing first in the following list will prevail over each subsequent document:
- (a) The Subscription Agreement, a Maintenance and Support Agreement or a partnership agreement;
  - (b) The ZAP Support Policy document (this document);
  - (c) Information published on the website from time to time of which the Customer is notified in writing or email.

### Definitions

- 1.2 In this policy the following terms have the corresponding meanings unless the context requires otherwise. All undefined capitalized terms used herein shall have the same meaning as set forth in the License Agreement and the Maintenance and Support Agreement.

**Customer Environment** means the Customer's information technology, communications, internet, software and other relevant infrastructure that interfaces with the ZAP Software and/or Support Services.

**Support Contact** means a designated support contact who is able to log Support Tickets.

**Support Plan** means the combination of Support Services to be delivered to the Customer by ZAP, as outlined in this policy document. ZAP may provide alternative Support Plans based on the Customer's Subscription Agreement or Maintenance and Support Agreement.

**Support Services** means the services outlined in Section 2 and Annexure A provided by ZAP in accordance with the applicable Support Plan.

**Support Ticket** means an electronic lodgment for one or more Support Services by completing a form on the online helpdesk or emailing [helpdesk@zapbi.com](mailto:helpdesk@zapbi.com).

**ZAP Software** means ZAP Data Hub or any other software offering that ZAP has provided the Customer under licensed terms.

## 2. Provision of Support Services

### 2.1 Support Services include:

- A resolution or response from ZAP in relation to the Support Ticket, within Support Hours, and in accordance with the priority and response times in this policy.
- Access for designated Support Contacts to log incidents and questions into an online helpdesk ticketing system, available 24 x 7 x 365 (excluding scheduled and unscheduled outages). The Customer may nominate up to the number of Support Contacts specified in Annexure A.
- Self-service access to information including:
  - A. Access to an online forum, which provides a discussion community to exchange ideas and contribute feature requests.
  - B. Access to a Knowledge Base that provides a searchable repository of information on how to use the ZAP Software.

2.2 ZAP will supply Support Services in accordance with the terms identified in Annexure A. Where a Support Ticket is raised outside a product version's 24-month lifespan, the Extended Support Policy will apply, and the additional terms provided in Annexure B will apply.

2.3 ZAP will undertake reasonable commercial efforts to respond to and resolve logged incidents within the target time frames specified in Annexure A.

2.4 ZAP does not warrant that all issues can be resolved to the Customer's satisfaction.

2.5 It is understood by the Customer that Support Tickets do not constitute a replacement for training or education. Support Tickets that are deemed to be knowledge-related and reflect inadequate training or education, as mutually agreed upon, may be billed at the then published professional service rates on a time and material basis. ZAP will use reasonable discretion to differentiate between how-to questions and Support Tickets that fall this term.

### 3. Customer Obligations

In order for ZAP to supply the Support Services:

- (a) The Customer Environment is in good working order and complies with the ZAP Software and hardware specifications articulated in the online documentation and Knowledge Base;
- (b) Support Contacts and other Customer personnel who interact with ZAP for the relevant Support Services are suitably qualified and adequately trained;
- (c) The Customer will, if required, make its suitably qualified and informed personnel available to assist ZAP to replicate the problem, undertake testing of resolutions provided by ZAP, and otherwise assist ZAP to resolve the problem. Where a response to a request for information is not provided within a reasonable time, ZAP may consider the relevant Support Ticket to be dormant and update the status appropriately;
- (d) The Customer will provide all reasonable information that ZAP requires to replicate and resolve the Customer's problem. The Customer will not transfer personal data to ZAP contrary to the ZAP Privacy Policy or any relevant regulation;
- (e) ZAP technical staff do not start with access to client data held in ZAP SaaS services (please see the ZAP Privacy Policy). Where required by ZAP technical staff, Customer will grant time-limited access to this data. Access may be revoked by the Customer at any time. Where Customer deems that this access cannot be provided, and for certain issues only, ZAP may be unable to provide Support Services;
- (f) Where required by ZAP technical staff, the Customer will provide access to the Customer Environment (please see the ZAP Privacy Policy). Where the Customer deems that this access cannot be provided, and for certain issues only, ZAP may be unable to provide Support Services.

#### **4. Service Exclusions**

- 4.1 Unless otherwise agreed in writing, ZAP has no liability for, and is not required to provide Support Services under this policy to the extent the service request relates to:
- (a) Support Services outside of Support Hours, as specified in Annexure A;
  - (b) Information provided by the Customer that is inaccurate or incorrect;
  - (c) The Customer not complying with the ZAP Software user documentation provided to Customer;
  - (d) Any malfunction or specific requirement of the Customer Environment or any other item of hardware or software that the Customer has linked to ZAP Software.
- 4.2 Support Services specifically exclude any other service offerings from ZAP which are the subject of a further agreement or additional terms and conditions. This may include such services as, consulting, training and the like.
- 4.3 ZAP has no support obligations for free, trial or evaluation versions of ZAP Software.



## Annexure A Policy Terms

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### Service Level Agreement (SLA) Targets

When requesting Support Services from ZAP, an incident, request or question shall be categorized in accordance with the following priority categories:

Issue Priority	Business Impact	Target Response Time*	Target Resolution Time*
Urgent (SaaS outage)	ZAP Data Hub SaaS is completely inoperable or completely inaccessible. (ZAP Data Hub SaaS only)	2 Hours, 24/7	4 Hours, 24/7
Urgent	Completely inoperable or completely inaccessible. All users or model processing is affected.	4 Hour	8 Hours
High	Severely impacted performance, functionality, or data accuracy, majority of users or models affected	8 Hours	3 Days
Normal	Impacted performance, functionality or data accuracy, minority of users or models affected	1 Day	5 Days
Low	Minimally impacted performance, functionality data accuracy, minority of users or models affected. Also, how-to questions.	2 Days	10 Days

\* Business hours or days, except where noted otherwise. Time waiting on Customer or Partner responses not included.



## General Terms

Support Feature	
Support Hours Note: SaaS services outage support is provided 24/7	Monday to Friday 9am – 5pm Americas -4UTC 10am – 6pm Europe, Middle East, and Africa UTC 9am – 5pm Asia Pacific +10UTC
Support Contacts	2
Hotfixes	ZAP may, at its discretion, provide product fixes on either the product version on which the issue was identified or the current release version. Where the product version on which the issue was identified was released within the last 12 months, ZAP will use reasonable commercial efforts to provide the hotfix on this version.
Case Escalation	<p>ZAP may determine a priority different to that the Customer provides and ZAP may update priorities over the life of a Support Ticket as partial solutions or work-arounds are provided.</p> <p>ZAP recognizes that extenuating circumstances may result in a specific Support Ticket having an outsized impact on business operations. The Customer may request a higher priority by escalating through the support helpdesk or by contacting their account manager.</p>



## Annexure B Extended Support Policy Terms

Extended Support applies where a Support Plan is in place, but a Support Ticket is raised outside a product version's 24-month lifespan\*. Supported Data Hub versions can be found [here](#). Extended Support is intended to assist ZAP customers through extended upgrade projects. Extended Support is not intended for indefinite support of end-of-life versions. The following terms apply to product versions treated under the Extended Support Policy.

Term	Business Impact
Double target <i>resolution</i> times	For ZAP to deliver on targeted resolution times, support staff maintain instances of current software and hone their skills against current software. Therefore, ZAP is unable to target the same resolution times on end-of-life product versions.
No consultancy	The ZAP Professional Services team members also hone their skills on current software. Where professional services are requested on an end-of-life product version, ZAP will request that a current version of ZAP Software be put in place prior to providing the services. This will ensure the efficient delivery of services and ensure the ZAP Support team is able to support the outcome of any such services.
No new data sources	ZAP will not produce new or updated data sources for end-of-life product versions. Note: An upgrade to a source system (ERP, CRM, etc.) may necessitate a data source replacement. This presents a risk to continuity of operations. ZAP therefore strongly recommends remaining on current versions of ZAP Software.
No new solutions	ZAP will not produce new or updated solutions for end-of-life product versions. Note: An upgrade to a source system (ERP, CRM, etc.) may necessitate a solution upgrade. This presents a risk to continuity of operations. ZAP therefore strongly recommends remaining on current versions of ZAP Software.
No hotfixes	ZAP will not produce hotfixes for end-of-life product versions.
No performance Support Tickets	ZAP will not accept performance-related Support Tickets for end-of-life product versions. ZAP will continue to accept Support Tickets relating to installation and configuration, how-to questions, licensing and product issues. ZAP will handle such non-performance Support Tickets using all reasonable commercial efforts, within the constraints outlined in the Extended Support Policy.

\* The lifespan of a hotfix product version is dated from the generally available version against which the hotfix was applied. Hotfixes themselves are not generally available. For example, the lifespan of a product version 1.1 hotfix 3 would be dated from when product version 1.1 was made generally available.