

Galileo Support Escalation Procedure and Service Levels

Galileo shall provide support and maintenance services for the Software provided to the Customer (Customer means as defined in the SOFTWARE LICENSE AND SUPPORT AGREEMENT and Customer is equivalent to "Kunde" as defined in the SOFTWARE LIZENZ- UND SUPPORTVERTRAG). The purpose of this document is to define the escalation and notification criteria and to outline the steps required to ensure consistent processing of reported problems or issues.

1. Scope

This section covers:

- Galileo Support Engagement Policies
- Galileo Support Contact Information
- Issue Severity Definitions
- Escalation and Notification Guidelines
- Service Levels

This policy applies solely to software developed by Galileo Tools GmbH and third party software that is licensed from Galileo and integrated into the standard product offering. All other third party software products are excluded from Galileo's maintenance service programs and escalation policy.

- Galileo shall have no obligation to support (i) altered, damaged or modified Software; (ii) problems caused by Customers' negligence, abuse, misapplication or use of the Software other than as specified in the Galileo's user documentation, or other causes beyond the control of Galileo.
- The Customer must have an active and existing Galileo Maintenance and Support Agreement in effect at the time of engagement in order to be eligible for the escalation services contained in this policy.
- Galileo shall provide software support for all Releases of it's software starting with the Release delivered to the customer under this "Softwarelizenzvertrag" and all following Releases. Galileo shall be entitled to discontinue the support of a release earliest 18 months after a Release was made available to the Customer.
- Escalation times are based on the initial contact made regarding a given issue. On-site resolution or other efforts are not generally included in standard support agreements and therefore not covered within this policy statement. Note that on-site services can be arranged on a chargeable basis at prevailing consulting services rates.
- Escalation hours will be performed based on contracted support hours for the Customer.

2. Procedure

All problem calls should be directed to Galileo's product support staff by phone, e-mail or web-based ticket submission. Galileo encourages the use of one of the Support hotline phone numbers when the issue is of a significant severity (high or critical). These numbers are staffed for immediate attention 24 hours per day, Monday through Friday, excluding US national holidays, and they are monitored for quick on-call engagement 7x24x365.



Galileo Support Contact Information:

- Product Support Hotline: +49 (0)89 710 463 64
- Email Address: support@galileo-group.de
- Web-Ticket Submission (after signing up for the service): <http://support.galileo-group.de>

Each Customer is required to provide Galileo with the following information:

- The nature and severity of the problem
- Name and telephone number Galileo should contact to provide action plan or, for further discussions as required.
- Conigma trace file
- Conigma product and version level on all systems
- SAP version and patch level + Unicode or non-unicode
- Data base type and version level

Galileo product support staff will work jointly with the Customer to assign the appropriate call situation severity level. The assigned severity level then defines which escalation timeline is used. We will make reasonable efforts to keep the Customer informed at each phase of the escalation process. Customers can request escalation to support management at any time by requesting to speak with a support manager.

Support Severity Definitions are as follows:

Severity Level	Definition
1 (Critical)	“Severity 1 Issue” describes an error in the Software operating in a live, production environment, where such error has caused the use of the Software or a significant component thereof to stop or to substantially deviate from the specifications set forth in the Documentation such that the user cannot reasonably continue to use the Software for its intended business purpose and there is no immediate work around or resolution available to make the Software operable.
2 (High or Severe)	“Severity 2 Issue” describes an error in the Software operating in a live, production environment or, during efforts to deploy the Software in a live, production environment, where such error does not cause the use of the Software or a significant component thereof to cease, but is causing a serious business impact on the user’s productivity or service levels. An error in the Software operating in a non-live or non-production environment which causes the Software or a significant component thereof to stop or to substantially deviate from the specifications set forth in the Documentation may be considered a Severity 2 issue as well.
3 (Medium)	“Severity 3 Issue” describes a condition which allows the Software to be in full working mode during any stage of deployment, but may cause immediate impacts to operations or usability which are desirable to resolve. General questions are usually considered to be Severity 3 as well.
4 (Low)	“Severity 4 Issue” describes a condition which is causing the Customer's use of the Software to be inconvenient or less aesthetically pleasing than desired.

Support Response and Escalation Actions will occur as follows:

Action Taken	Severity Level			
	Critical	High	Medium	Low
	2 hour	4 hours	8 hours	1 day
Business Response (Ticket created for issue)	X	X	X	X
Notification: Customer	X	X	X	X
	4 hours	16 hours	10 days	15 days
Notification: Product Support Manager	X	X	X	X
	8 hours	24 hours	15 days	20 days
Third level (R&D Development) notified and engaged	X	X	X	X
Notification: Customer	X	X	X	X
Director of Product Engineering	X	X	X	X
Sales Director	X	X	X	X
Director of Product Support	X	X	X	X
	16 hours	32 hours	20 days	NA
Notification: General Manager	X	X		

Notes: X = Action Taken - Hours are listed relative to issue creation (notification) time based on service hours contracted

Days are listed as Business Days from issue creation

Notification to Galileo personnel subject to change based on corporate organization structure

3. Problem Resolution

Problem resolution is dependent upon the provision of requested information, i.e. system and log files, configuration files, etc. and – if required and possible - system access within agreed support hours.

- In the case of Severity 1 (Critical) problems, Galileo will make all reasonable endeavours to access the system remotely within 2 hours of the initial response, where appropriate and/or unless otherwise agreed.
- In the case of Severity 2 (High or Severe) problems, Galileo will make all reasonable endeavours to access the system remotely within 4 hours of the initial response, where appropriate and/or unless otherwise agreed.
- In the case of Severity 3 (Medium) problems, Galileo will make reasonable endeavours to access the system remotely within 5 working days of the initial response, where appropriate and/or unless otherwise agreed.
- In the case of Severity 4 (Low) problems, Galileo will make reasonable endeavours to access the system remotely within 10 working days of the initial response, where appropriate and/or unless otherwise agreed.



4. Service Levels

Galileo shall use its reasonably best efforts to meet the following resolution times:

- Severity 1 (Critical) – temporary or permanent solution provided within 8 hours, unless otherwise agreed
- Severity 2 (High or Severe) – temporary or permanent solution provided within 16 hours, unless otherwise agreed.
- Severity 3 (Medium) – temporary or permanent solution provided within 20 working days, unless otherwise agreed.
- Severity 4 (Low) – Workaround provided within 60 working days, unless otherwise agreed.