

IronSafe Product Support Guidelines

1. DEFINITIONS

“Documentation” means any specifications, user guides, and/or technical documents accessible through the IronSafe “Help” system.

“Incident” means a reproducible error or problem that prevents IronSafe from operating in accordance with its Documentation and the IronSafe contractual agreement.

“Product Support Team” is the Trellance employees who provide responses and resolutions to Incidents.

“Production” means the “live” Service environment where IronSafe is available to Customer.

“Services” is the provision of IronSafe and the support services under this Support Policy.

“Support Contact” is Customer’s technical employee(s) who will serve as the Product Support Team’s primary contact(s).

“Workaround” is a series of instructions, procedural steps, or usage clarifications to avoid an error or circumvent its effects. A Workaround does not involve issuance of new programming code.

2. TRELANCE SUPPORT

2.1. Support Hours are defined as follows:

- **Business Hours** are 8 AM – 5 PM EST Monday – Friday, with the exclusion of federal holidays.
- **Business After Hours** are 5 PM – 8 AM EST Monday – Friday, with the exclusion of federal holidays.
- **Non-Business Hours** are weekends and federal holidays.

2.2. **Engaging Product Support** – Product Support may be engaged through the [Trellance portal](#) and selecting “Request for Support” and “Create a Case” to submit a support case.

2.3. Support includes an unlimited number of cases and one (1) primary Customer Support Contact.

Response Guidelines				
Severity Level	Urgent	High	Normal	Low
Response Time - Business Hours	4 Hours	6 Hours	24 Hours	48 Hours
Response Time - Business After Hours	Next Business Day	Next Business Day	Next Business Day	Next Business Day
Response Time - Non-Business Hours	Next Business Day	Next Business Day	Next Business Day	Next Business Day

2.4. Severity Level Descriptions

Severity Level	Description
Urgent	System Down/Services Unavailable condition that severely impacts the Production environment involving: <ul style="list-style-type: none">• Services outage or failure that severely impacts Customer’s business operations.• Widespread unavailability of business-critical features or functions of the Services that causes major disruption of Customer’s ongoing business operations.• Serious performance degradation that significantly impacts a large group of Customer’s end users.• Unscheduled Services downtime resulting from an emergency change request that needs to be applied to the system.• An issue for which there is no immediate Workaround available.
High	A high impact business condition where: <ul style="list-style-type: none">• Services are available but their functionality is significantly restricted, causing disruption to Customer’s normal business operations.• IronSafe is not working, negatively impacting Customer’s business productivity.• There is no Workaround available for the issue.
Normal	IronSafe is generally usable, but Services have an issue that is causing minor operational challenge(s). Issues may be isolated to specific end users and may have little impact on the availability/functionality of the Services.
Low	A minor defect that has no impact on the Services, or a general enquiry on the functionality of the Services, including how to or informational queries.

3. CUSTOMER RESPONSIBILITIES

- 3.1. Customer is not permitted to make any changes to the IronSafe product.
- 3.2. To receive Product Support, requests must contain all pertinent information and a Customer Support Contact familiar with Customer’s environment or the Incident to be solved. Customer must make commercially reasonable efforts to communicate and cooperate with Trellance to verify the existence of the Incident and provide information about the conditions under which the Incident may be duplicated.
- 3.3. For Urgent Severity Incidents, Customer’s Support Contact(s) must be available via telephone and/or online to provide Trellance with relevant requested information, data gathering, and testing necessary to bring the Incident to resolution.
- 3.4. Customer must notify Trellance Support whenever there is a Customer Support Contacts change by logging a ticket with Trellance Product Support.

4. PRODUCT SUPPORT LIMITATIONS

- 4.1. Trellance shall not be obligated to provide technical support for:
 - Any third-party software not provided by Trellance,

- In the event IronSafe that is not used by Customer in accordance with the Documentation, or
 - Configuration modifications to IronSafe, customer-generated scripts, custom reports, or other content.
- 5.2 Customer is only eligible to receive product support if Customer is current on all applicable fees and charges due and payable to Trellance and is otherwise not in breach of Customer's applicable contractual obligations to Trellance.
- 5.3 Trellance will use commercially reasonable efforts to meet the Response Guidelines but will have no liability for failure to do so.
- 5.4 Customer's Support Contacts must be fully trained in the use of IronSafe.
- 5.5 Trellance reserves the right to use offshore personnel for Trellance product support.
- 5.6 Trellance may use resolutions discovered while providing support services to Customer to provide similar services to other IronSafe customers. Customer's confidential information will not be shared.
- 5.7 Trellance reserves the right to revise these Product Support guidelines upon thirty (30) days' notice.

Last updated: March 4, 2024