

Support Services

1 Introduction

- 1.1 The support services offered by Zenoo are as stated in this document.
- 1.2 The applicable support package is as specified in the main Licence Agreement (in the absence of specification, support is not included).
- 1.3 References to “*business hours*” and “*business day*” are references to times and days that Zenoo is open for business.
- 1.4 This agreement applies the following interpretations for the purpose of determining severity levels

Description

Severity Level

Complete unavailability or very severe impairment of the Service which significantly resulting in cessation of ongoing essential business operations requiring immediate remedial action. **P1** (Critical)

Significant degradation resulting in high-impact major disruption to essential operations. **P2** (Major)

Service is functional with reduced performance or intermittent user inconvenience. No critical impact. **P3** (Moderate)

Cosmetic issues or general inquiries. No operational impact. **P4** (Minor)

2 Support package options

Feature	Basic Support	Premium Support
Availability	Business hours (Mon–Fri, 09:00–17:00 CET)	24x7 for P1; business hours for others (optional 24x7 full coverage)
Support Channels	Web Ticketing	Web Ticketing, Phone (P1 only), Private Slack Channel (integration period)
Slack Access	Not Available	Real-time support during integration (CET)
Initial Response Targets	P1: 4 hrs P2: 8 hrs P3–P4: 1 business day	P1: 1 hr P2: 2 hrs P3: 8 hrs P4: 1 business day
Resolution Targets	P1: 4 hrs P2–P4: Best effort	P1: 4 hrs P2: 1 business day P3: 2 business days P4: Plan within 5 business days
Custom Integration Support	Not Included	Included (triage and scoped fixes)
Feature Requests	Logged only	Prioritized and tracked
Annual Review	Not Included	Annual Maintenance & Review Package
UX Optimization	Not Included	Included
Change Requests, SOWs, Custom Dev	Not Included	Included (60 hrs/year, non-cumulative)

Feature	Basic Support	Premium Support
Customer Success Manager	Not Included	Included

3 **Optional enhancements and add-ons**

Add-On	Price	Notes
24/7 Full Coverage	Quoted upon request	Extends coverage for P2–P4 issues beyond business hours
UX Optimization	Quoted upon request	Included in Premium only
Annual Maintenance Review	Quoted upon request	Included in Premium only
Professional Services	Quoted upon request	Scope includes web journeys, integrations, CLM/Hub support; requires SOW

4 **Customer responsibilities**

4.1 The Customer is responsible for:

- 4.1.1 ensuring connectivity to Zenoo servers and correct URL integration prior to ticket submission;
- 4.1.2 providing accurate details of the customer ID, severity level, description, service area (Prod/Non-Prod) and a qualified technical contact for each support request;
- 4.1.3 ensuring round-the-clock availability of a technical contact for all P1 Incidents;
- 4.1.4 providing IP addresses for firewall whitelisting to maintain SLA and other compliance; and
- 4.1.5 following Zenoo's TTL/DNS configuration specifications to benefit from Zenoo's failover infrastructure.

4.2 Failure to adhere to these responsibilities may affect response and resolution times. Zenoo shall have no liability if Customer does not satisfy its responsibilities.

5 **Limitations and exclusions**

5.1 Zenoo shall not be responsible for failure to meet service levels under the following conditions:

- 5.1.1 Customer fails to fulfill stated responsibilities;
- 5.1.2 failure to provide, delay or inaccuracy in or of information requested by, or provided to, Zenoo;
- 5.1.3 events beyond Zenoo's reasonable control (including all typical "force majeure" events);
- 5.1.4 failures, degradation or interruption in Customer or third-party services or utilities;
- 5.1.5 issues beyond Zenoo's reasonable control (e.g., DNS or configuration errors not caused by Zenoo); and/or
- 5.1.6 actions or omissions by persons not authorized by Zenoo.