

Radiator 24x7 Telephone Support Service

The Telephone Support Service (also “**Support Service**”) means Radiator Software Ltd’s (“**Supplier**” or “**RS**”) support services answering to Customer’s questions related to the Software for which the Support Service according to the Telephone Support Service Agreement is provided.

The Support Service consists of (i) telephone Support Service and (ii) email Support Service. The Service is provided 24 hours a day, 7 days a week, with 4 hour response time for Telephone Support Service. For Email Support Service, the response time is the next business day UTC. The response time means the targeted time for Supplier’s response to Customer to inform that Supplier has received the Incident, counted from the moment of Supplier’s receipt of the Incident.

The annual fixed price of the Support Service includes:

Fixed number of Incidents, based on agreement with Supplier and Customer, handled in call(s) to the telephone Support Service, per year; and a maximum of five (5) hours of RS’s working time for the Support Service per month. Based on mutual agreement, additional Incidents for Telephone Support Service can be purchased. For avoidance of doubt, if there will be less Incidents and handled in call(s) than the fixed number of Incidents and handled in call(s), no price of the Support Service is refunded to Customer. Also, if there will be less Incidents and handled in call(s) than the fixed number of Incidents and handled in call(s) per a year, Incidents or call(s) are not transferred to the following year.

An “**Incident**” means one question by Customer relating to e.g. one problem or Error or one other question regarding the Software.

Details for purchase of the Telephone Support Service Agreement are on Radiator order form or in the quote provided. You can also contact our sales team at info@radiatorsoftware.com for more information and other Service options.

If Customer wishes to purchase more Support Services (such as more than 5 Incidents), such additional Support Services are priced in accordance with Supplier’s general price list.

Please read our Telephone Support Service Policy below for full details.

If you are a Customer and have a current Telephone Support Service Agreement please call at or send your questions to:

+358 10 567 0550

support@radiatorsoftware.com

General Terms and Conditions

Radiator Software's General Terms and Conditions for Support and Consultation ("**GTC**") apply to the Telephone Support Service as well as to other RS's Services.

Telephone Support Service Policy

The Telephone Support Service contact numbers are reserved for current Telephone Support Service Agreement holders.

RS will answer questions and provide advice and suggestions for the Software for which the Support Service is provided. The Support Service does not include customization, consultation, installation, custom design, programming, training or on-demand bug fixes or other Error Correction Services (as defined in the GTC). Those Services are deemed as Consultation Services, they are separately priced and can be ordered separately.

Questions concerning other than the covered Software are not covered by the Support Service and cannot be answered.

"Service Goal" means the targeted non-binding time for Supplier to start to work regarding an Incident. The Service Goal is four (4) hours calculated during the Service Hours, started from the moment that Customer, during the Service Hours, contacted the Support Service Help Desk regarding the Incident and provided Supplier with necessary information regarding the Incident. Also, Supplier may ask from Customer later additional information on the Incident. While Supplier is waiting for information from Customer, the Service Goal shall not run.

What information to include

In order to get an answer to a question, Customer should send as much information as possible, including at least:

- A description of the host and environment, including operating system and versions of all relevant Software
- A complete description of the Incident
- Configuration files (no secrets or passwords)
- Message or Error logs, at the highest logging level Customer can get, illustrating the Incident.

Without all this information, it is unlikely RS will be able to provide an answer to the Incident: instead RS will ask Customer for more information. Hint: it is better to submit too much information than not enough.

Customer's Radiator Support UserID

When contacting the Support Service, Customer must be able to tell Radiator support UserID in the call or email.

All emails sent to the email Support Service address MUST include Customer's Radiator Support UserID in the subject line. An example is:

Subject: UserID:xyzy: Customer topic for discussion here
(where xyzy is the Radiator Support UserID).

Customer's Radiator Support UserID is sent to Customer by email when Customer purchased the Support Service. If Customer is unable to determine the Radiator Support UserID, please contact info@radiatorsoftware.com. Please include Customer's company name and, if possible, the name of the person who was Customer's contact person when the Telephone Support Service Agreement was concluded.