

# Radiator Telephone Support Service

The Telephone Support Service (also “**Support Service**”) means Radiator Software Oy’s (“**Supplier**” or “**Radiator Software**”) Help Desk 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 Support Service is provided during the Service Hours i.e. Finnish business days Monday-Friday 07.00 - 15.00 UTC, except for Finnish official holidays.

The annual fixed price of the Support Service includes:

- (a) Maximum five (5) Incidents, handled in call(s) to the telephone Support Service, per year;
- and (b) Maximum five (5) hours of Radiator Software’s working time for the email Support Service per month.

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

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 3 7411 8723 Skype ID: support-8x5@radiatorsoftware.com [radius-support@open.com.au](mailto:radius-support@open.com.au)

## 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 Radiator Software’s

Services.

However, as a deviation to the GTC, it is agreed that the Agreement continues in force for an initial period of one (1) year of the date the Agreement entered into force ("**Initial Term**").

Thereafter, the Agreement is automatically renewed for subsequent twelve (12) month period(s) (each "**Renewal Term**"), unless terminated by either Party with a written notice latest three (3) months before the end of the then current term (either Initial Term or Renewal Term).

## Telephone Support Service Policy

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

Radiator Software 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 Radiator Software will be able to provide an answer to the Incident: instead, Radiator Software 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 [sales@radiatorsoftware.com](mailto:sales@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.