

Support Policy

Standard Subscription Level

This Policy forms part of the applicable Systemslab UXM SaaS Subscription Agreement and describes Standard Support for eligible production UXM SaaS subscriptions. Capitalised terms have the meanings given in that Agreement.

1 Support scope

Standard Support covers product-related technical assistance, incident and environment analysis, recommended actions, information about Systemslab troubleshooting and corrective work, and references to documentation and knowledge resources. It focuses on normal operation, availability and performance of production UXM SaaS.

Unless separately agreed in writing, Standard Support excludes implementation, system design or architecture consulting, custom development or integrations, management of Customer applications or infrastructure, general IT administration, performance consulting unrelated to a UXM product issue, training, migration projects, configuration work on Customer's behalf, and troubleshooting third-party products not controlled by Systemslab. Systemslab may offer these services separately.

2 Hours and contact channels

Standard Support is available Monday–Friday, 09:00–17:00 Danish local time (Europe/Copenhagen, CET/CEST), excluding Danish public holidays and other Systemslab holidays notified in advance. Tickets may be submitted at any time. For response timing, requests submitted outside these hours are received at the start of the next Support Day. Any enhanced or 24/7 support requires an applicable Order Form or separate policy. Business hours for initial-response targets accrue only during Standard Support Hours; the clock pauses outside those hours.

Customer shall designate authorised Support Contacts. They may open and track cases through the Support Portal at <https://support.uxmapp.com>. Systemslab will confirm receipt electronically and may communicate by portal, email, telephone or remote meeting tools. Knowledge resources may be consulted where appropriate.

3 Severity and initial response

Customer selects a severity based on actual production impact. Systemslab may reasonably reclassify the case and will inform Customer of a material change. Relevant functionality includes data capture, monitoring, alerting, performance analysis and troubleshooting; the feature name alone does not determine severity.

Severity 1 – Urgent

A Severity 1 incident means: the production UXM SaaS is unavailable; or a critical failure materially prevents a substantial number of users from using essential production functionality; and no reasonable workaround is available. Examples may include: complete production-service outage; material failure of data capture affecting substantially all monitored systems; material failure of critical alerting or monitoring functionality; or other comparable critical production failures.

Severity 2 – High

A Severity 2 incident means: significant loss or degradation of important production functionality; a substantial number of users or monitored systems are affected; or an essential function is materially impaired; but the service remains partially operational or a temporary workaround may exist.

Severity 3 – Medium

A Severity 3 incident means: moderate loss or degradation of functionality; the issue affects a limited part of the production environment or multiple users; normal operation is impaired but not critically disrupted; or a reasonable workaround is available.

Severity 4 – Low

A Severity 4 issue means: minor loss of functionality; a question concerning a product feature; cosmetic or non-production issues; Documentation questions; or other issues having limited operational impact.

Systemslab will use commercially reasonable efforts to meet these initial-response targets during Standard Support Hours:

Severity	Initial Response Target
Severity 1 – Urgent	4 business hours
Severity 2 – High	8 business hours
Severity 3 – Medium	12 business hours
Severity 4 – Low	24 business hours

Initial Response means acknowledgement by a qualified support representative and commencement of assessment. It is not a resolution deadline. Systemslab uses commercially reasonable efforts to investigate and resolve issues, which may involve guidance, a workaround, an update, an infrastructure change or escalation. Resolution depends on complexity, reproducibility, Customer cooperation, diagnostic information, third-party dependencies and any required product change. No specific resolution time is guaranteed unless agreed in writing.

4 Opening and managing a case

Use the portal's Open Case form, select the severity and submit the report. Include the deployment identifier, issue description, start time, affected users or systems, availability or degradation, known workaround, relevant errors, logs or screenshots, recent changes, troubleshooting already performed and an appropriate technical contact, to the extent reasonably available.

Customer shall reasonably cooperate with investigation. For Urgent cases, Customer should remain available and respond promptly to requests. Missing information may delay response or resolution. Systemslab prioritises cases by severity, impact, complexity, receipt order, available information and workarounds; urgent production incidents normally take priority.

A case may be closed when resolved, an acceptable workaround is provided, Customer no longer needs assistance, the issue is outside support scope and reasonable guidance is given, or Customer does not respond after reasonable follow-up. A recurring issue may be reopened or reported as a new case.

5 Escalation and updates

Systemslab may escalate cases according to severity, complexity, impact and duration. The normal framework below does not guarantee assignment to a particular manager or executive; Systemslab selects suitable personnel.

Severity	Support Management	Technical / Operations Management	Executive Escalation	Status Updates
Urgent	Immediate where appropriate	Within 1 business day if unresolved	Where materially necessary	At least once each Support Day while actively unresolved
High	Within 1 business day if appropriate	Within 3 business days if unresolved	Where materially necessary	At least every 2 business days while actively unresolved

Severity	Support Management	Technical / Operations Management	Executive Escalation	Status Updates
Medium	As required	As required	Normally not required	When material progress occurs
Low	As required	Normally not required	Normally not required	When material progress occurs

6 Customer components and third parties

Customer shall use supported Software Agents and other installed Systemslab components. Systemslab may reasonably require a generally available update or supported version to resolve an issue, address a vulnerability, maintain compatibility or continue support, and shall provide reasonable information about version requirements.

Systemslab will use reasonable efforts to identify whether an issue originates in UXM SaaS or a third-party system and may provide diagnostic information. It is not responsible for correcting failures in third-party software, hardware, networks or services outside its control.

7 Security and availability

Report suspected security incidents promptly to legal@uxmapp.com. Personal-data security incidents are handled under the applicable DPA and Systemslab Information Security Addendum.

The separate SLA governs availability measurement and Service Credits. An Urgent support case does not automatically establish an SLA failure. Support response targets and SLA availability are assessed separately under their respective terms.

8 Changes and document priority

Systemslab may update this Policy without materially reducing the overall support included during the current Subscription Term, unless required by law, reasonably necessary to address a material security or operational risk, or agreed by the parties. The Subscription Agreement's order of precedence governs conflicts with the Order Form, Subscription Agreement or SLA.