

## General conditions of support

Applicable to IntraManager LLP's customers in Denmark.

Applies for the following products: IntraManager Work and IntraManager Board

### **Introduction**

These conditions describe the framework for how IntraManager LLP delivers support to its customers. These conditions – alongside the signed general agreement and any subsequent additions to the general agreement – constitutes the total agreement for the customer's subscription to hotline support and updates in the systems from IntraManager LLP.

It is a condition of IntraManager LLP's commitment to support and debug, that a valid general agreement with the customer exists, and that the customer complies with its obligations to IntraManager LLP.

### **Covered software**

The system/modules covered will be stated in the customer's general agreement, and a comprehensive overview can be viewed at the customer's subscription invoice. These conditions of support only apply to standard software, unless it is clearly stated in the general agreement, that a special development provide by IntraManager LLP is also covered by these conditions. However, it must be clearly specified which special development that is covered and, if in doubt, the extent is limited.

The support conditions become effective when the system is installed at the customer's location or on the customer's operating platform. However, IntraManager LLP's obligations under the agreement always presuppose that the customer has paid overdue amounts.

### **Repair & reporting of errors**

Errors are rectified when the customer reports to the support according to the following guidelines:

Inquiries can be made via IntraManager LLP's support email (support@intramanager.com) or by phone (78797 797) during the support's opening hours.

ALL errors must be reported to the support email with a description/time and preferably with screenshots.

Critical errors are followed by a phone call to support the phone during opening hours.

The normal opening hours are:

Monday-Thursday 9.00 am to 4 pm.

Friday 9.00 am to 3 pm.

Weekdays except 5th June, 24th December and 31st December.

The support is not opened on Danish holidays.

In addition, there can be closed on some weekdays due to courses, professional events, et cetera.

Outside the support's opening hours

Errors can be reported to the support email ([support@intramanager.com](mailto:support@intramanager.com)) outside of the support's opening hours.

Who can contact IntraManager LLP's support:

Only the customer's employees have the right to contact the support.

Conditions that are not covered

Examples of conditions that are not covered by the support are:

- Problems which is due to a lack of basic knowledge of the system
- Problems which requires IntraManager LLP to visit the customer
- Problems which is due to third party systems/software or hardware
- Problems which is due to setups made by other people than employees from IntraManager LLP
- Problems which is not related to the functions of the systems
- Problems which must be referred to as counseling or similar

IntraManager LLP wants to help solve problems that are not covered by these support conditions but reserves the right to invoice for this at IntraManager LLP's regular hourly rates.

### Procedure for troubleshooting

By error, it is understood that a functionality of the system does not work as described by IntraManager LLP. It is not considered a malfunction in the system that an unspecified functionality is missing or that the system responds more slowly than the customer might expect.

The error is classified by IntraManager LLP as a category 1, 2 or 3 error, which is treated as mentioned in the belowed section:

Category	Definition	Response time	Repair/method	Communication
1. Critical errors	The system does not work, or a vital functionality does not work	Max hours (provided that the support has been contacted by telephone)	Work is done until a workaround is found. Hereafter as a category 2. error	Status is communicated via the original ticket or by email/ telephone
2. Serious errors	Essential functionality does not work or	Within 1-3 workdays	Work is done within normal working hours	Status is communicated via the original ticket

	require workaround			or pr. email
3. Other errors	Errors that are not in category 1 or 2	Within 5-7 workdays	Solved if IntraManager LLP finds it appropriate. Can happen by next scheduled update or one way or another at IntraManager LLP's choice	Status is communicated via the original ticket or pr. email

### **Special conditions for support**

It is a prerequisite for IntraManager LLP's obligation for error correction, that the customer has installed the latest software updates, and that the error is not due to third-party software, is a user error, hardware failure, or otherwise due to IntraManager LLP's software.

### **Conditions that are not covered**

Error condition caused by the customer's failure to update to the latest release, or errors that necessitate IntraManager to make a customer visit or software code change, are not covered by the agreement. IntraManager LLP is happy to assist with this but reserves the right to invoice according to IntraManager LLP's normal hourly rates.

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