

General support terms



intramanager

Applicable to IntraManager A/S's customers

Introduction

These conditions describe the framework for how IntraManager A/S provides support to its customers. These conditions, together with the signed main agreement and any subsequent additions to the main agreement, constitute the entire agreement for the customer's subscription to hotline support and program update from IntraManager A/S. It is a condition for IntraManager A/S' obligation for support and error correction that there is a valid main agreement with the customer, and that the customer complies with its obligations to IntraManager A/S.

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 A/S 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 A/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 A/S' support email (support@intramanager.com) or by phone (78 797 797) 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 of June, 24th of December and 31st of 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) outside of the support's opening hours

Who can contact IntraManager A/S's support?

It is only the customer's employees that have the right to contact the support.

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Conditions not covered:

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

- Are due to the lack of basic knowledge of the system
- Requires IntraManager A/S to visit the customers
- Are due to third party systems/software or hardware
- Are due to the setup made by others than IntraManager A/S
- Does not relate to the systems' functions
- May be described as advice, etc.

IntraManager A/S would like to help solve the problems that are not covered by the support, but reserves the right to send an invoice for this to IntraManager A/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 A/S. 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 A/S as a category 1, 2 or 3 error, which is treated as mentioned in the section below:

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 require workaround	Within 1-3 workdays	Work is done within normal working hours	Status is communicated via the original ticket or pr. E-mail
3. Others	Errors that are not in category 1 or 2	Within 5-7 workdays	Solved if IntraManager A/S finds it appropriate. Can happen by next scheduled update or one way or another at IntraManager A/S' choice	Status is communicated via the original ticket or pr. email

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Special conditions for support

It is a prerequisite for IntraManager A/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 A/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 A/S is happy to assist with this but reserves the right to invoice according to IntraManager A/S regular hourly rates.

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