



# CUSTOMER SUPPORT ADDENDUM

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## 1. SUPPORT SCOPE

Customer support is provided to resolve defects causing a nonconformity in the Subscription Service as compared to the then-current Documentation ("Customer Support"). A resolution to a defect may consist of a fix, workaround, or other relief, as ICEFLO Limited deems reasonable.

Customer Support does **not** include performing the following:

- implementation, configuration, integration or customization services.
- training or assistance with administrative functions.
- resolving immaterial defects.
- resolving defects due to modifications of the Subscription Service made by any person other than ICEFLO Limited or a person acting at ICEFLO Limited's direction; or
- resolving defects on any instance of the Subscription Service not in conformance with Section 3 (Upgrades and Updates)

## 2. STANDARD HOURS OF SERVICE

For the purposes of Application Support Hours, we define the standard hours of service as follows:

- Monday to Friday each week
- 08:00 to 18:00 (UK time)
- Excluding selected Scottish bank holidays as defined here:
  - 25<sup>th</sup> December
  - 26<sup>th</sup> December
  - 1<sup>st</sup> January
  - 2<sup>nd</sup> January

### 3. SERVICE DESK

The ICEFLO Service Desk is the primary means by which Customers should interact with our Customer Success team. The sole purpose of our Customer Success team is to ensure that all Customers have a positive experience using Runbook Management.

#### 1. SERVICE REQUESTS

The Service Desk will cater for several types of service requests, as listed in the table below:

Item	Type	Description
1	"How-to" assistance	Our Customer Success team is here to help you make the best possible use of RBM. If you have any queries about how to use RBM, please get in touch.
2	Report an issue	Please report any performance or availability issues to our Service Desk. This will result in a ticket being raised and our team will react immediately to resolve the issue.
3	Request an enhancement	Please request any enhancements to existing features via the Service Desk. We will create a ticket and associate the ticket with our product management solution, AHA.
4	Request Service Assurance	If you have an upcoming implementation and wish to request elevated support services, please raise the request via our Service Desk.
5	Other	We are here to help – so please raise any request via our Service Desk and we will respond promptly.

## 2. SERVICE DESK CHANNELS

### WITHIN HOURS OF SERVICE

We operate a multi-channel service desk and can be reached in the following ways. Response times quoted in the table below only apply within our Service Desk Hours of Service.

Item	Title	Description	Response Times
1	Telephone	Please call us on +44 (0)1835 822 916	1 minute
2	Email	Please send an email to <a href="mailto:rbm_support@iceflo.com">rbm_support@iceflo.com</a> and this will automatically raise a Service Desk ticket on your behalf	15 minutes
3	Website Chat	Visit the Support page of our website at <a href="http://www.iceflo.com/support">www.iceflo.com/support</a> and select the "Chat with ICEFLO Support" option at the bottom right-hand side	10 minutes
4	Support Portal	When using the RBM application, please select the Support option under My Profile to launch our service desk web interface to raise a ticket.	30 minutes

### OUTSIDE OF HOURS OF SERVICE

Service Requests received during out-of-hours periods will be responded to when the Service Desk re-opens, subject to the response times quoted in the relevant table. We will always endeavour to respond promptly to any service request and frequently do so outside of normal hours of service. We cannot, however, guarantee to respond or within a specific response time when the Service Desk is closed.

Response times quoted in the table below to requests received outside our Service Desk Hours of Service indicate our minimum aspiration but do not represent a contractual commitment.

Item	Title	Description	Response Times
1	Telephone	Please call us on +44 (0)1835 822 916	24 hours
2	Email	Please send an email to <a href="mailto:rbm_support@iceflo.com">rbm_support@iceflo.com</a> and this will automatically raise a Service Desk ticket on your behalf	24 hours
3	Website Chat	Visit the Support page of our website at <a href="http://www.iceflo.com/support">www.iceflo.com/support</a> and select the "Chat With ICEFLO Support" option at the bottom right-hand side	24 hours

4	Support Portal	When using the RBM application, please select the Support option under My Profile to launch our service desk web interface to raise a ticket.	24 hours
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### 3. ADDITIONAL SUPPORT SERVICES

We understand that the success of major technology implementations is absolutely vital to our Customers. We also understand that when using Runbook Management during these critical cutover events, our Customers need to know that the solution will be available and reliable round-the-clock.

Service Assurance is our premium application support service, with additional service fees on an hourly basis. Service Assurance is specifically designed to provide Customers what they need during cutover events, delivering over and above the standard service support provisions.

Full details of Service Assurance, including pricing, can be found here:

<https://www.iceflo.com/serviceassurance>

When Service Assurance is put in place, we extend the hours of standard support service. In this scenario, the individuals who have designed, developed, and built the Runbook Management solution are mobilised on a 24-hour support model. Our team will include experts from both Customer Success and Product Engineering.

#### 4. SUPPORT CASE PRIORITY

The table below shows the range of case priorities and our target response times.

Priority	Title	Definition	Respond	Resolve
P1	Major Service Impact	<p>A problem that significantly restricts the Client's ability to use the RBM solution to perform necessary business functions.</p> <p>The problem cannot be reasonably circumvented.</p>	1 Hour	8 Hours
P2	Moderate Service Impact	<p>A problem that restricts the use of one or more features of the RBM solution required by the Client to perform necessary business functions.</p> <p>The problem does not completely restrict the use of the RBM solution.</p>	2 Hours	2 Days
P3	Minor Service Impact	<p>A problem that restricts the use of one or more features of the RBM solution.</p> <p>The problem can be reasonably circumvented.</p>	2 Days	10 Days
P4	No Service Impact	A problem that requires attention but is not preventing any of the Client's business activities.	4 Days	20 Days

## 5. CUSTOMER RESPONSIBILITIES

- Customers will receive from ICEFLO Limited communications via email, phone, or through the Support Portal regarding the Subscription Service and acknowledges that access to the Support Portal may require multi-factor authentication by Customer.
- Customers will appoint a reasonable number of contacts (“Customer Authorized Contacts”) to engage Customer Support for questions and technical issues and Customer must maintain current contact information for the following authorized contacts in the Support Portal who have been trained to administer the Subscription Service:
  - Primary Business Contact.
  - Secondary Business Contact.
  - Technical Contact.
  - Support Contact.
  - Primary Customer Administrator; and
  - Security Contact.
- Customers must report defects to us in a timely manner, preferably by raising a support ticket.
- Customers will be responsible for accessing the Store to download application releases to their environment, including Non-Production and Production instances.
- Customers will be responsible for receiving and deploying application hot-fix bundles.

## 6. APPLICATION RELEASE POLICY

RBM as a solution is under a constant programme of change, with new features, enhancements, and roadmap items being developed. As such, we anticipate a continuous release pipeline for the foreseeable future.

Our application release policy is summarised as follows:

- We will aim to ship a new release every quarter throughout the calendar year.
- Application releases will be certified by ServiceNow and published on the Store.
- Customers will be responsible for installing and configuring new releases.
- Customers will be responsible for all assurance testing that forms part of the Customer-defined “route-to-live” process.



## 7. EMERGENCY CHANGES / HOT FIX POLICY

The Store platform can accommodate relatively quick turnaround times for application releases, including expedited certification testing. That said, there may be occasions where an emergency fix has to be shipped directly to the Customer for deployment onto their instance. We shall refer to this scenario as a “Hot fix”.

Our hot fix policy is summarised as follows:

- When a P1 or P2 Support Case is raised, consideration will be given to the hot-fix process.
- P3 and P4 Support Cases will never be resolved by invoking the emergency change but will be injected into the next planned release workload.
- ICEFLO Limited will work with urgency to diagnose and resolve the cause of the P1 or P2 issue as soon as possible.
- Where the resolution of the issue results in a code change, ICEFLO Limited will package the changes up in an application hot-fix bundle.
- This application hot-fix bundle will be distributed to the nominated Customer ServiceNow administrator, using a secure transfer mechanism deemed acceptable by the Customer.
- On receipt of the hot fix bundle, the Customer will be responsible for
  - Performing all assurance testing that forms part of the Customer-defined “route-to-live” process.
  - Deploying the hot fix into the Production Customer instance.
  - Verifying that the hot-fix has resolved the P1 or P1 case.
  - Updating the ICEFLO Support ticket to advise of the status and outcome.

## 8. APPLICATION VERSION SUPPORT POLICY

The Support services described in this document will only apply to supported versions of the RBM solution. The broad policy of ICEFLO Limited is as follows:

- We will support any version of Runbook Management that has been certified on a particular ServiceNow family release, as long as that family release is supported by ServiceNow.
- When ServiceNow withdraw support for a family release, we will no longer support any version of Runbook Management deployed on that family release.

## 9. DOCUMENT CONTROL

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End of Document