

FlowX.AI Support Policy

This Support Policy ("**Support Policy**") is incorporated into the Framework License Agreement (the "**License Agreement**") executed for the licensed FlowX.AI Products and is applicable to all Support Services and to the Professional Services delivered directly to the Licensee.

Further to the acquisition of a license over the FlowX.AI Products, FlowX.AI will provide the Licensee with Standard Support Services and additional Support Services, in accordance with the License Agreement, the specific Order Form and the terms set forth below.

Capitalized terms not defined herein have the meaning set forth in the License Agreement.

1. Licensee shall receive Support Service from the Licensor in accordance with the terms of the License Agreement and the Service Level Agreement attached as Appendix 1 to this Support Policy (SLA). Use of any such Support Services by the Licensee is governed by the Licensor's policies and programs described in SLA and/or any other documentation expressly provided to the Licensee before supplying any such Support Service. Any supplemental software code or related materials that the Licensor provides to the Licensee as part of the Support Services are to be considered part of FlowX.AI Products and are subject to the terms and conditions of the License Agreement and this Support Policy.
 2. The following Standard Support Services are included in the License Fees:
 - i. Access to
 - a. Licensed FlowX.AI Platform Updates (as available), including:
 - New functionalities
 - Extension of existing functionalities
 - b. Licensed FlowX.AI Platform Security and compatibility updates and patches
 - c. Licensed Platform Defect fixes and patches
 - d. Technology Platform Enablement Support:
 - Customer Success Team fully allocated for the first use case
 - Self-guided Academy & Certification
 - ii. Standard Reactive L4 support for the licensed FlowX.AI Product, based on reporting made by the Licensee or an authorized 3rd party in the name of the Licensee, using the reporting form and following the reporting channels provided by [FlowX.AI](#).
- Any new significant additional features and/or functionalities of the FlowX.AI Platform not included explicitly at the time of the License Agreement would not become part of the license over the Platform unless otherwise agreed by FlowX.AI.
3. All types of incidents and response time are defined in Appendix 1 to this Agreement.
 - 3.1 The Client needs to report incidents based on detailed reporting made by the Client using the reporting form provided by FlowX.AI and following the reporting channels provided by FlowX.AI.
 - 3.2 If following an incident reported by the Client, FlowX.AI investigation identifies that the

reported issue is not due to a malfunction of the licensed FlowX.AI Product, Client o will bear the cost of FlowX.AI intervention at the level of FlowX.AI standard service fees/hour applicable at the date of the intervention, based on the timesheet provided by FlowX.AI revealing the time spent on each intervention by each allocated resource.

- 3.3** FlowX.AI will provide the Support Services included in the License Fees provided that the licensed FlowX.AI Products are being used exactly as provided by FlowX.AI with no modifications of any of its components (including any of the open-source subcomponents of licensed FlowX.AI Products or the open-source components associated with the FlowX.AI Products).
 - 3.4** FlowX.AI will use reasonable commercial efforts to provide solutions to any reported malfunctions of the licensed FlowX.AI Products in accordance with the types of incidents and response time set forth in Appendix 1 to this Agreement, provided that the FlowX.AI Products have been used by the Client or by the respective Authorised Users in accordance with the FlowX.AI Documentation and this Agreement.
- 4. Additional Services: In addition to the Standard Support Services, Licensee may purchase additional support, for improved availability and response time, as well as professional services from the Licensor, such as consulting, development, deployment, integration, design, and/or training services (collectively "**Additional Services**"), if and as specified in a separate an Order Form referencing this License Agreement and signed by both Parties, that will set forth the Additional Services to be provided by the Licensor and certain other terms related thereto as agreed between both Parties.
 - 5. Tampering with the Service. Licensee agrees not to make or attempt to make any use of the Services that would be inconsistent with its intended purpose or in any way contradictory to this License Agreement.

Appendix 1 DEFINITION OF INCIDENTS AND TIME OF RESPONSE A. DEFINITION OF INCIDENTS	

	All users affected (100%)	Most users affected (50%-100%)	Many users affected (30%-50%)	Some users affected (10%-30%)	Few users affected (1%-10%)	Very few users affected (<1%)
Data / security breach	Critical	Critical	Critical	Critical	Critical	Critical
Platform down	Critical	Critical	Critical	Critical	Critical	Critical
Data Loss	Critical	Critical	Critical	Critical	Critical	Critical
Main business flows cannot be completed	Critical	Critical	Critical	Critical	Major	Medium
Main business flows are incorrectly functioning and cannot be completed correctly	Critical	Critical	Critical	Major	Major	Medium
Some functionality not working or working incorrectly, but main business flows can be completed correctly	Major	Major	Major	Medium	Medium	Minor
Graphic glitch interfering with completion of main flows (functionality not affected)	Major	Medium	Medium	Medium	Minor	Minor

Usability issue interfering with completion of main flows (functionality not affected)	Major	Medium	Medium	Medium	Minor	Minor
Cosmetic issue interfering with completion of main flows (functionality not affected)	Major	Medium	Medium	Medium	Minor	Minor
Spelling issue interfering with completion of main flows (functionality not affected)	Major	Medium	Medium	Minor	Minor	Minor
Other graphic glitches, usability issues, cosmetic, spelling (functionality not affected)	Medium	Medium	Medium	Minor	Minor	Minor
Conflict with documentation	Medium	Medium	Medium	Minor	Minor	Minor
Improvement request	Medium	Medium	Minor	Minor	Minor	Minor

B. DEFINITION OF L4 RESPONSE TIMES / SLA LEVELS	
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Type of incidents	Response Time	Hours of coverage	Allocated Resources	Subscription Fees
Critical	2 hours	Standard Customer Business Hours (09:00 – 18:00)	Customer Success Engineer	Included in the License Fees
Major	4 hours		Customer Success Manager	
Medium/ Low	next business day			

SLA	
Hours of coverage	Standard Client Business Hours (09:00 – 18:00)
Support channels	Preferred option: https://support.flowx.ai, via Customer's credentials for connecting to FlowX.AI support platform
Alternative Support channels	- Hotline number - Allocated success manager
Number of Cases	Unlimited

FlowX.AI will provide functionality upgrades, patches and non-Critical incidents fixes of the FlowX.AI Product, based on detailed reporting made by the Licensee or any of its Authorised Users, using the reporting channels provided by the Licensor in accordance with the License Agreement and this Support Policy.