DriveLock Support Level Agreement
Version: 01/2024

This agreement describes the contractual services and obligations of DriveLock's Technical Support.

Customers with a valid maintenance and support contract are entitled to DriveLock's Technical Support along Section 2, Technical Support. DriveLock undertakes to supply to these customers the following support and services:

    (a) Online access to product documentations, product updates, release notes, instructions, and the knowledge database
    (b) Contact to staff members in DriveLock's Technical Support for the diagnose and repair of technical malfunctions as well as for priority and escalation management

Support Lifecycle

    (a) Starting with product version 23.1, we are adjusting the support lifecycle for new DriveLock product versions for all operating systems. As soon as a new product version is released, we announce the End of Life (EOL) of the previous version.
    (b) Drivelock will continue to provide full support for this version for 12 months from the date of the EOL announcement. This includes critical maintenance updates, code fixes for bugs and critical issues.
    (c) After the expiration of full support (12 months), DriveLock will no longer release new updates for this version.
    (d) However, DriveLock product support is available for a further 6 months to answer telephone, e-mail and self-service inquiries.
    (e) Customers who have previous product versions and a valid maintenance contract can upgrade the environment to the latest product version.

Definition Product Version 22.2 SP1

22	Major Release
.2	Minor Release
.5	Maintenance or Hotfix Release

Exceptions

Technical support does **not** include the following services:

    (a) Installation and configuration support
    (b) On-site services, consulting, or product trainings
    (c) Support in creating upgrade, migration or design plans

If a malfunction does not result from a DriveLock product fault, Support will inform the customer in a timely manner and discuss further action. If the customer wishes DriveLock to continue the malfunction analysis, DriveLock will charge the valid standard consulting fees for these efforts.

1. **Obligations**

Points of Contact

Customers who report a malfunction to DriveLock must be skilled in the current product release and describe the malfunction adequately. The customer agrees on communication via designated contacts only. The latter must have an account for the define the „My DriveLock Support" service desk.

The customer agrees on accessing all support, software downloads via these designated contacts only, and not via an alias.

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Network Access

The customer allows DriveLock or any authorized partner, during a high priority malfunction, remote access to the afflicted environment (where possible).

Configuration Files

The customer undertakes to provide a configuration backup that enables software recovery.

Data Backup and Removal

To reconstruct lost or altered customer files, data or programs, the customer must provide separate backup systems/processes, independently of DriveLock.

2. **Technical Support**

Priority Definitions

Impact
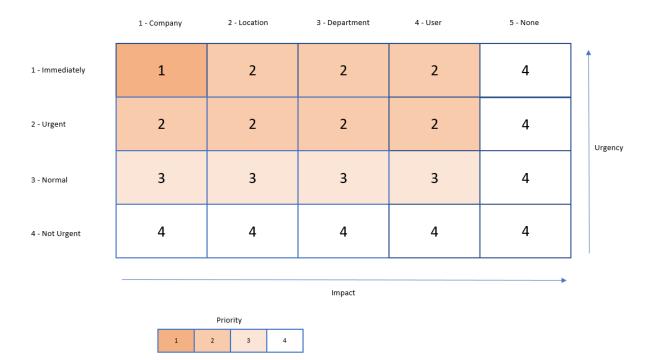|	
1 - Company	The disruption affects the business operations of the entire company.
2 - Location	The disruption affects the business operations of a location.
3 - Department	The disruption affects the business operations of a department.
4 - User	The disruption affects the business operations of a person.
5 - None	The disruption does not affect business operations.

Urgency
1 - Immediately	The issue needs an immediate solution or workaround.
2 - Urgent	The issue needs a short-term solution or workaround.
3 - Normal	The issue needs a medium-term solution.
4 - Not urgent	The issue needs a long-term solution.

Priority Matrix

Urgency \ Impact	1 - Company	2 - Location	3 - Department	4 - User	5 - None
1 - Immediately	1	2	2	2	4
2 - Urgent	2	2	2	2	4
3 - Normal	3	3	3	3	4
4 - Not Urgent	4	4	4	4	4

Urgency ↑ Impact →

Priority
1	2	3	4

Creating Support Incidents

It is mandatory for customers to confirm Priority 1 incidents via telephone after incident creation.
Other priority issues, as well as questions and updates to existing incidents, must be reported only through the "My DriveLock Support" service desk.

    (a)   Telephone:

Australia	1800 931 758
New Zealand	0800 423 678
Singapore	800 492 23 91
Austria	0800 281 675
Germany	0180 437 48 35
International	+49 (0) 89 546 3649 50
Switzerland	0800 564 685
USA	+1 (773) 541 4166

    (b)   Internet: „My DriveLock Support" service desk (registration required):

        a.   On the Home page*, select Report an Issue*
        b.   Update Summary, set and confirm Urgency and Impact
        c.   Fill out *Description* and add attachments. The description should be detailed and structured as follows:

 # Contact Information
…
 # Full Issue Description (What went wrong?)
…
 # Expectation (What should we do?)
…
 # Additional Information (Anything else we should know?)
…
 # Steps to Reproduce? (How did you hit the issue?)
…
 # Data Collection (Data for analysis can be downloaded from?)
…

        d.   Press *Done*
        e.   The system automatically creates a support incident
        f.   DriveLock confirms the incident creation via e-mail referencing the Incident-ID in the subject line

    (c)   **Not** allowed: Initiating support incident requests via e-mail. Only **after** DriveLock confirmation, you can respond to existing incidents via e-mail. (Subject is: #INC<Number>, i.e. #INC00001).

Knowledge Base article KBA00107 includes an example of a detailed documented incident report.

Support Hours

DriveLock's technical support is available from 9 am to 5 pm, Monday through Friday, Central European Time. Please note: Exceptions are holidays in Germany, Bavaria.

Web-Based Access

The „My DriveLock Support" service desk offers customers 24x7x365 access to technical information.

Processes and procedures

DriveLock's Technical Support follows a multi-level model. On first contact, DriveLock collects, separates, prioritizes and analyzes all data on customer, contract, licenses and fault report. The customer undertakes to supply a full problem description including reproduction steps etc.

If the customer's communication stops without announcement, DriveLock sends several email reminder within ten (10) workdays. Without reply, DriveLock closes the support incident.

A support request can be re-opened within fifteen (15) workdays after closure. Afterwards, the request expires and cannot be opened again.

If further work is necessary, a new support incident will be opened, and all necessary information must be submitted again. If a support incident includes more than one fault, DriveLock will separate each fault and open additional support incidents. The DriveLock Policy requires one incident per fault.

Initial Response

DriveLock undertakes commercially justifiable efforts to reply to customer requests during normal business hours as follows:

Priority	Initial Response		
	Standard Contract	Premium Contract	Cloud Contract
1	60 minutes	30 minutes	30 minutes
2	6 hours	6 hours	4 hours
3	24 hours	24 hours	24 hours
4	48 hours	48 hours	next business day

For debugging, both DriveLock and the customer provide resources during the support hours mentioned.

Note: DriveLock is not liable for instant debugging. On missing the above-mentioned support level targets, DriveLock is liable neither financially, nor legally, nor otherwise.

Premium Customers with a Technical Account Manager receive privileged services thru a TAM Agreement.

Escalation Process

An incident escalation can be requested via the centralized service desk functionality: "Escalate incident".

The DriveLock Support examines the information provided and decides if the escalation is accepted.
All support incidents are escalated true to the valid DriveLock standard business practice.

If Standard or Premium customers realizes that DriveLock finds no solution in adequate time, they can escalate the incident to the Head of Support or his/her deputy. Escalations for Cloud customers are addressed to the Head of Cloud Operations.