

# Support definition

## MediusGo

### **Support help desk**

The online helpdesk and other self-service tools are available 24 hours a day 365 days a year for issue logging and resolution tracking. MediusGo Service Center is available:

Monday through Friday

- a) during 8am-8pm EST for MediusGo provided from data centers in North America and
- b) during 8am-5pm, with phone hours during 9-12 am – 1-4 pm, CET for MediusGo provided from data centers in the European Union

all with the exception of local public holidays and December 24<sup>th</sup>-26<sup>th</sup>, December 31<sup>st</sup>, January 1<sup>st</sup>, Good Friday and the Monday after Easter.

### **Support contacts**

Customer shall ensure that the personnel used by customer for the co-operation with MediusGo has appropriate competence and training for assigned tasks in order for MediusGo to receive the requested information and/or documentation.

Customer is allowed to appoint a certain number of individuals in its organization with the appropriate power of authority to initiate a support request.

### **Support services**

The support service includes help from MediusGo to solve issues and questions related to Incidents, where Incidents means deviations from the standard operation of MediusGo which causes an interruption to or a reduction in the quality of MediusGo.

Incident support shall, provided the Incident was not caused by customer, be free of charge. Other requests, including requests to make additions or modifications of MediusGo or the integration, will be subject to additional charges at the prices set out in MediusGo' from time to time applicable price list.

MediusGo shall, after having made reasonable efforts to resolve an Incident, have the right to cancel or delay handling of an Incident without any liability to customer if:

- MediusGo or any other product or service provided by MediusGo to customer have not been correctly used, or have been used in conflict with any instructions, oral or written, from MediusGo;
- the Incident cannot be reproduced by MediusGo;
- the Incident is caused by circumstances beyond MediusGo' responsibility or reasonable influence or control including circumstances related to updates or changes of customer's ERP system or related to a version of customer's ERP system no longer supported by customer's ERP system supplier;
- the Incident has not been correctly reported.

### **Upgrades of customer's ERP system**

Customer must inform MediusGo in writing not later than 30 days prior to upgrading or moving its ERP system to allow for the parties to agree about potential adjustments of the customer's integration to MediusGo. Any services provided by MediusGo in relation thereto will be charged at the prices set out in MediusGo' from time to time applicable price list.