



Support – Scope & Responsiveness

Support Plans

Standard

Premium – SaaS

Support Services

English language support	✓	✓
Business hours support	✓	✓
24x7 technical support (Sev 1 & 2)	✗	✓
Technical support via email (for defects & bugs)	✓	✓
General enquiries via email	✗	✓

Response Time Targets

Severity 1 initial response time target	< 4 business hours	< 1 hour
Severity 2 initial response time target	< 8 business hours	< 2 hours
Severity 3 initial response time target	< 2 business days	< 24 hours
Service Request initial response time target	✗	< 24 hours

Product Availability Targets

Product availability percentage	≥ 98.0% – < 99.0%	≥ 99.1% – < 99.99%
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Education

Learning Management System training + certifications (# of active licences)	✗	5
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Release Management

Release awareness notifications	✓	✓
Release guidance documentation	✓	✓

Optimisation & Sustainment

Success Manager	✗	✓
Initial deployment & annual solution review (1 workshop for up to 4 hours at agreed time)	✗	✓
Raise feature suggestions with product team	✗	✓

Support Plans – Responsiveness

Severity Level	End User Impact	Response Time Targets		Severity Conditions
		Standard	Premium – SaaS	
Severity 1	Critical business impact End User's business has significant loss or degradation of service and requires immediate attention	< 4 business hours*	< 1 hour	By selecting Severity 1 End User confirms that: <ul style="list-style-type: none">the issue has a critical business impact with significant loss or degradation of servicethe issue requires an immediate response
Severity 2	Moderate business impact End User's business has moderate loss or degradation of service, but can reasonably continue in an impaired manner	< 8 business hours*	< 2 hours	By selecting Severity 2 End User confirms that: <ul style="list-style-type: none">the issue has a moderate business impact with moderate loss or degradation of service, with reasonable but temporary workarounds in place to enable business continuitythe issue demands an urgent response
Severity 3	Minimum business impact End User's business is functioning with minor impediments of service	< 2 business days*	< 24 hours	By selecting Severity 3 End User confirms that: <ul style="list-style-type: none">the issue has a minimum business impact with minor impediment of service
Service Request	Non-urgent requests Generally related to administration, commercial management or feedback on products and systems	Not available	< 24 hours	By selecting Service Request the End User confirms that the request: <ul style="list-style-type: none">does not involve the reactive resolution of a defect, bug or issue with the product which is degrading or impeding service

Terms and Conditions

- Premium Support is only available for SaaS implementations.
- The provision of all support services is dependent on us having accurate End User details, all required access to the relevant environment(s) and all required information regarding the defect, bug, issue or request.
- All support will be provided by English speaking consultants.
- Premium Support is available for annual commitments only and must be purchased separately.
- The Severity Level of an issue will be determined by us based on business impact to End User. If the stated Severity Conditions are not met, we may downgrade the Severity Level of an issue.
- Product Availability Targets apply to SaaS products only.
- All release notifications and guidance will be provided via the Altra website (altra.cloud).
- Unless otherwise expressly agreed or specified by us in writing, regardless of which version of a product was purchased by End User or the End User's Partner, only the following will be supported:
 - the current release of that version of the product; and
 - the immediately preceding release of that version of the product, for 60 days after the release date of the current release.
- In relation to SensorMine Devices, support will instead be provided on the terms of Appendix 1 – Device Warranty and Support of the SensorMine End User Licence Agreement and not in accordance with this document.
- We reserve the right to discontinue the provision of support where we reasonably judge that the volume of support or service requests submitted by End User or on End User's behalf constitutes abnormal use beyond what is normally received from users of the product who are of a same or similar nature to the End User.
- We will provide support on a best-efforts basis only and will not be liable for any service credits, damages or penalties for any failure to provide support within target timeframes. We will not be responsible for any delay in providing, or failure to provide, support where that delay or failure has been caused or contributed to by events outside our control, including acts or omissions of End User or the End User's Partner, unauthorised product changes, unavailability of third-party services (including Microsoft and telecommunications services), malicious attacks on any system by any party and events of force majeure.

Definitions

- **Business hours** are 9:00 AM to 5:00PM AEST/AEDT on business days, which are weekdays (public holidays excluded) in Melbourne, Australia
- **Defect** or **bug** means an error or flaw in the product or a deviation from the expected behaviour of the product. We will determine whether an issue is a defect or bug in our absolute discretion and reserves the right not to provide support for an issue which we determine is not a defect or bug.
- **End User** means the party who uses a product for normal end use, or on whose behalf the product is used by a Partner.
- **Product Availability** is calculated as $(\text{Possible Available Time} - \text{Downtime}) / \text{Possible Available Time}$, where Possible Available Time means the total amount of time within a calendar month, Downtime means the total amount of time during that calendar month during which the product is not accessible by the End User excluding any Scheduled Downtime, and Scheduled Downtime means any permitted downtime of the product scheduled by us.
- **Response Time Target** means the target time between when a support or service request is received, and an initial response is issued by our support services.
- **Support Services** and **Response Services** consist of reactive services designed to assist End User or the End User's Partner to resolve defects, bugs and other issues. If End User or the End User's Partner requires proactive services designed to deliver specified outcomes over a defined timeframe, then these must be separately purchased as Professional Services.
- **We, us** and **our** are references to Altra Technologies Pty Ltd (ACN 676 691 035).

Contact Us

For Standard & Premium Support

support@altra.cloud

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