

Mapiq Support Policy

Version 1.0

Support Availability. Support team agents are available between 09.00 AM – 05.00 PM CE(S)T Monday to Friday. There are multiple methods to get in touch with Mapiq: (a) contact through email at support@mapiq.com; (b) by telephone during Business Hours at +3152002112; (c) through chat on the help center, help.mapiq.com; (d) through in-product chat (only available for admins).

Self-service. Mapiq provides a broad knowledge base which is accessible through our Help Center (<https://help.mapiq.com>), the messenger on our Help Center, and within the product.

Supported languages. The support team's primary support language is English. Dutch is supported based on the availability of a Dutch-speaking Agent .

Service Requests & Incident Management. Customers can contact Mapiq regarding degradation/outages of the Service, resulting in abnormal or unexpected behavior of the Service. Mapiq Support team assigns a final priority to each reported Incident at their sole discretion. Priorities given by the Customers are weighed into the final priority given.

Priority	Description	Response time	Resolution time
Urgent	The Service is critically affected (non-functional features on critical processes), impacting a large group of users with no available workaround.	1 Business hour	4 Business hours (active workaround in place)
High	A core functionality of the Service is impacted, impacting a large group of users with no available workaround.	2 Business hours	12 Business hours (active workaround in place)
Medium	A functionality is experiencing a degradation or outage in its service. A considerable group is impacted but a workaround is available.	1 Business day	5 Business days
Low	Low impact on users related to questions on functionality, documentation, or degradation/outages caused by incorrect usage of the app.*	1 Business day	10 Business days

*For example, a user who doesn't know how to sign in to the app is considered Low priority because it results from not knowing how the Service works.

Service Request- & Incident status & SLA Timer. Each Incident receives a status that is associated with the SLA Timer. The SLA Timer can be paused or continued based on the ticket status. The SLA Timer is paused when Mapiq is inhibited in troubleshooting the Incident due to actions needed from the Customer or integrated services with Mapiq not purchased through Mapiq. Refer to the table below to understand when the SLA Timer on an Incident can be paused.

Ticket status	SLA Timer	Description
Submitted	Open	An Incident is reported to Mapiq. Mapiq needs to take action.
In progress	Open	Mapiq can and needs to perform an action to resolve the Incident. After a reply from the customer, the ticket will receive the In progress status

Waiting on Customer	Paused	Mapiq is awaiting a response from the Customer or a Third Party Service. Without action, Mapiq can't continue troubleshooting.
Resolved	Stopped	The Incident is resolved when set to this status. The resolution time is measured.
Closed	N/A	Without further response from the Customer, the ticket is fully Closed.

Customer response window. When a ticket is created the Customer can be requested to take action in resolving the Incident. Mapiq can, on its sole discretion, close the ticket when:

- No response is given after three follow-ups with at least a Business day between the last communication.
- No response for more than four weeks.

Major Incident. When Mapiq encounters an Urgent Incident impacting multiple of their customers, a Major Incident is created. Individual tickets are linked to the Major Incident. Updates are communicated every 45 minutes. The Resolution time is identical to any other Urgent Incident. Updates can be followed on the Help Center.

Change requests. Change requests performed by Mapiq are evaluated and planned together with Customers. Depending on the requested Change request, Mapiq Support team can validate the requests with the responsible Customer Success Manager and key contact on the Customer's side. Mapiq can process the following Change Requests:

- Access to Mapiq's Public API.
- Changes to the sign-in configuration.
- Enabling additional add-ons.
- Change of Subscription Owner.

Changes that are outside of the aforementioned change request will be evaluated and accepted or rejected. Depending on the work needed they can be planned in as a project in which a dedicated Project Manager will be assigned. Projects can be invoiced in which a quote needs to be accepted prior to kicking of the project.

Feature requests and Feedback. Feature requests and feedback received on the delivered Service are logged and processed by the Support team. Clarification can be asked to understand the benefits and current pain points reported by the Customer. As Mapiq reviews and evaluates all Feature Requests and Feedback, automatically created tickets are closed after all information is gathered.

Paid services. Mapiq offers paid services to the customer. The following paid services are available for customers:

1. Map drawing
2. Map drawing & sensor commissioning
3. Onboarding

If a customer wants to make use of Mapiq's Paid services after implementation, a quote can be requested from Customer Success, and the work is planned together with Mapiq's Implementation & Support team.



Exclusions. Mapiq has no obligation to provide Support when an Incident arises from: (a) the use of the Service by a Customer in an unauthorized manner as stated in the Agreement; (b) general Internet problems, force majeure events, or other factors outside of Mapiq's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; (d) Third Party systems, acts or omissions.

Accessing Customer environment. For any supporting service Mapiq offers to the Customer (paid or included) Mapiq can access the Customer's environment with the necessary admin permission to resolve the issue or execute the paid service upon logging a ticket with Support.

Change to Support Policy. Mapiq reserves the right to modify, amend, or update this support policy at its sole discretion. Changes may be made from time to time, and Mapiq will make reasonable efforts to notify customers of any significant modifications. It is the responsibility of the users to regularly review the support policy for any updates. Continued use of Mapiq after the effective date of any modifications shall constitute acceptance of the modified support policy.