

Appendix A - Enterprise Support Option

SOTI Enterprise Support
<p>Description: SOTI Enterprise Support is a paid support subscription service that provides SOTI customers with additional and comprehensive, support services. For on premise perpetual licenses, SOTI Enterprise Support must be purchased in addition to and not in lieu of SOTI Standard Support.</p> <p>Key Benefits: In addition to SOTI Standard Support the following would be added:</p> <p>24/7 access to SOTI technical support. Authorized Licensee contacts may access support twenty- four (24) hours a day, 365 days per year.</p> <p>Advanced Support Team. Support is delivered by an assigned team of Senior Technical Support Engineers, bypassing the standard support queue. See the tables below for further details on response times and availability.</p> <p>Assigned Technical Account Manager ("TAM") from the SOTI Professional Services business unit. The role of the TAM is to act as the Licensee's internal advocate at SOTI, maintain awareness of all support cases created by the Licensee; and liaise with other SOTI business units on behalf of the Licensee. The TAM will collaborate with Licensee to develop an understanding of the Licensee's SOTI deployment and business environment to proactively advise the Licensee of upcoming software releases, applications, or known issues that may be of interest.</p> <p>Licensee will be provided with an Onboarding document detailing how to access Technical Support and additional benefits.</p> <p>Outline of additional benefits is provided below.</p>

Response Times for Enterprise Support

Severity	Step 1 (Initial Response)	Step 2	Step 3
1 – Critical	Within thirty (30) minutes by phone or Customer Portal, and within twenty-four (24) business hours by email	Immediate and continuing effort during standard support hours	Within twenty (20) business days
2 – Serious	Within sixty (60) minutes by phone or Customer Portal, and within forty-eight (48) business hours by email	Within ten (10) business days following initial contact by Licensee	Within twenty (20) business days
3 – Degraded	Within twenty-four (24) business hours by phone, Customer Portal, or email	Within ten (10) business days	Next release of software
4 – Minimal	Within forty-eight (48) business hours by phone, Customer Portal or email	Time available basis	None

Escalation Table for Enterprise Support

Elapsed Time	Severity 1 – Critical	Severity 2 – Serious	Severity 3 – Degraded	Severity 4 - Minimal
Immediately	Senior Technical Support Engineer			
Two (2) business hours	Technical Account Manager	Technical Support Regional Manager		
Four (4) business hours	Product Developer	Technical Account Manager		
Eight (8) business hours	Vice President		Technical Support Regional Manager	
Sixteen (16) business hours	Escalated to a senior executive		Technical Account Manager	Technical Support Regional Manager

SOTI Enterprise Support – Additional Benefits Outline

Benefit	Frequency	Overview
Assisted Product Upgrades	Unlimited	Licensee’s TAM will provide guidance, best practice, and assistance with preparation for, and process of, carrying out an upgrade to a SOTI MobiControl deployment to the current version of the SOTI MobiControl software. Licensee must provide their TAM with a minimum notice of five (5) business days before proceeding with any upgrade.
Test Environment	Ongoing	Access to one (1) non-production SOTI MobiControl Cloud instance (Test Environment) to trial new features and configuration changes in a safe, sandboxed environment. Test Environment must be requested via Licensee’s TAM. Test Environment will be provided with up to twenty-five (25) device licenses; more can be purchased if required. Please see MobiControl’s Service Level Agreement terms for further details on SOTI’s Cloud infrastructure.
Health Check	Annual	Upon request, the Licensee’s TAM will conduct a remote Health Check service on Licensee’s production environment and provide the Licensee with a report listing recommendations to improve performance of the Licensee’s SOTI software.
Site Visit	Annual	The TAM will visit Licensee’s primary place of business at an agreed upon date for in-person review of the Licensee’s SOTI software. Once per year, for one (1) full business day. Additional onsite visits can be purchased by the Licensee if required.
Quarterly Business Review (QTR)	Once per quarter	The TAM will provide a document providing a thorough breakdown of the Licensee’s environment, configuration, and cases raised with recommendations for improvements. Note: This benefit is only available to customers that consent to providing anonymized statistics via SOTI Services.
Online Training	Ongoing	Access to SOTI’s web-based (online) training system for an unlimited number of authorized Licensee employees. Access to online training provided upon request.

Webcast Series	Monthly	Each month a member of the SOTI Professional Services business unit will deliver an invite-only, expert-level webinar and Q&A on a different aspect of mobility management. Attendees must be registered with your TAM in order to participate in the webinar.
Customer Portal	Ongoing	Access to a customer portal that provides Licensee with access to their SOTI entitlements, open cases, and account contacts.
SOTI SYNC Discount	Yearly	Up to 25% discount on up to five (5) tickets for SOTI's annual user and partner conference, SOTI SYNC.
Extended Trial Program	Six Months	Six (6) months free usage of any additional SOTI products (upon request, restrictions apply).
GDPR Readiness Assessment Service	One-time	Inclusive usage of our General Data Protection Regulation (GDPR) Readiness Assessment service for Licensee's doing business in the European Economic Area (upon request).

Exclusions & Limitations	
<p>Any expenses relating to travel for site visits are in addition to maintenance fees and are at Licensee's expense and subject to SOTI's Travel Policy</p> <p>SOTI Enterprise Support is designed to support Licensees with an existing, active implementation of SOTI software in a business-as-usual capacity.</p>	