




Nexus Support and Maintenance Description

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1 About Nexus

Nexus Group is an innovative and rapidly growing product company, developing identity and security solutions. Our technology helps organizations digitize their operations in a secure way by enabling e-commerce and online banking, managing physical and digital access, securing access control, provisioning access cards, enabling e-services in the public sector, and protecting communication between things.

The very basis of all security, both physical and digital, is the creation, management, and use of identities. We have enabled trusted identities for people, software, and devices since 1984, and our technology is today relied upon by a large number of organizations and 100 million end users around the world. We are 360 employees across several offices in Europe, India, and the US, and we have a global partner network.

Nexus's mission is to contribute to the formation of a secure society, and everything we do is guided by our core values: we care, we innovate, we are committed.

2 Nexus support and maintenance description

This document describes the Support and Maintenance services Nexus is offering. For all relevant terms you will find a definition or explanation in the relevant Terms and Conditions for Support and Maintenance available at www.nexusgroup.com/terms-and-conditions/.

3 Scope of support services

The Agreement outlines for which Software and Hardware the customer is entitled to support services. For Software we are offering the following support levels, described below.

OVERVIEW OF SUPPORT SERVICES FOR SOFTWARE

To help decide which type of support is best for you, contact your Nexus sales representative.

Support services	Basic	Advanced	Enterprise	Enterprise 24x7
Access hours	08-16 Business days	08-18 Business days	08-20 Business days	24x7
Access to helpdesk	Yes, via email and portal	Yes, via email, portal, and telephone	Yes, via email, portal, and telephone	Yes, via email, portal, and telephone
Access to upgrade downloads	Yes	Yes	Yes	Yes
24/7	No	No	No	Yes
Response times	<ul style="list-style-type: none"> Severity A - 8 Hours Severity B - 24 Hours Severity C - 48 Hours 	<ul style="list-style-type: none"> Severity A - 4 Hours Severity B - 16 Hours Severity C - 30 Hours 	<ul style="list-style-type: none"> Severity A - 2 Hours Severity B - 8 Hours Severity C - 24 Hours 	<ul style="list-style-type: none"> Severity A - 2 Hours Severity B - 8 Hours Severity C - 24 Hours
Temporary fix availability	When available.	<ul style="list-style-type: none"> Severity A: work around in 16 working hours after initial analysis. Severity B and C: when available 	<ul style="list-style-type: none"> Severity A: work around in 8 working hours after initial analysis. Severity B and C: when available 	<ul style="list-style-type: none"> Severity A: work around in 8 working hours after initial analysis. Severity B and C: when available
Tailored Reports	No	Yearly	Monthly	Monthly
3rd Party support	No	No	Limited- help troubleshooting 3 rd party components directly connected to Nexus products.	Limited- help troubleshooting 3 rd party components directly connected to Nexus products.
Professional services	No	No	Optional – see “Professional Services S&M Package”	Optional – see “Professional Services S&M Package”

3.1 Model Description

Severity level A: System failure or major disruption of the Supported Software that causes key functionality to be unusable.

Severity level B: Disruption of the system functionality or degradation of system performance to the extent that the usability of the Supported Software is severely affected.

Severity level C: Disruption of the system functionality or minor degradation of system performance but not to the extent that the usability of the Supported Software is severely affected.

3.1.1 Basic

Basic support is available between 08.00 and 16.00 business days (closed during public holidays). It includes access to the support portal and the possibility to open/update tickets via email.

You have access to downloads of all released software and upgrades covered in your agreement.

Response times	Restore times
Severity A: 8 hours	Severity A: when available
Severity B: 24 hours	Severity B: when available
Severity C: 48 hours	Severity C: when available

3.1.2 Advanced

Advanced support is available between 08.00 and 18.00 business days (closed during public holidays). It includes access to the support portal and the possibility to open/update tickets via email and to contact us on the telephone during business hours.

You have access to downloads of all released software and upgrades covered in your agreement.

You also have access to a tailored report once a year.

Response times	Restore times
Severity A: 4 hours	Severity A: workaround within 24 working hours.
Severity B: 16 hours	Severity B: when available
Severity C: 30 hours	Severity C: when available

3.1.3 Enterprise

Enterprise support is available between 08.00 and 20.00 business days (closed during public holidays). It includes access to the support portal and the possibility to open/update tickets via email and to contact us on the telephone during business hours.

You have access to downloads of all released software and upgrades covered in your agreement.

You also have access to a tailored report monthly, and if wanted, a quarterly meeting with the manager and team.

Response times	Restore times
Severity A: 2 hours	Severity A: workaround within 16 working hours
Severity B: 8 hours	Severity B: when available
Severity C: 24 hours	Severity C: when available

You also have the possibility to buy the “**Professional Services S&M package**” which includes 40 days of professional services with 30% discount. For more information, see Professional Services S&M Package.

3.1.4 Enterprise 24x7

Enterprise 24x7 support is available between 24x7. It includes access to the support portal and the possibility to open and update tickets via email, and to contact us on the telephone when needed.

You have access to downloads of all released software and upgrades covered in your agreement.

You also have access to a tailored report monthly, and if wanted, a quarterly meeting with the manager and team.

Response times	Restore times
Severity A: 2 hours	Severity A: workaround within 16 working hours
Severity B: 8 hours	Severity B: when available
Severity C: 24 hours	Severity C: when available

You also have the possibility to buy the “**Professional Services S&M package**” which includes 40 days of professional services with 30% discount. For more information, see Professional Services S&M Package.

3.1.5 Professional Services S&M Package

This package has been created to offer you the possibility to book Nexus professional help when you need it outside of any running projects. This package is available on a 12-month basis.

These days may be used, but are of course not limited to:

- Dedicated help for upgrades
- Operational health review
- Preventive maintenance review on-site
- Planning bigger upgrade projects
- Small configuration changes
- Load test help

4 Support service description

1. The Agreement outlines for which Software the customer is entitled to support services.
2. If not stated otherwise in the Agreement, Nexus shall only perform third line support.
For more information, see Support levels.
3. Support services aim at resolving reported Incidents within the Software and third-party products specifically designated in the Agreement. The support services are provided by Nexus to the Customer only and are limited to the following services:
 - a. access to helpdesk to report Incidents;
 - b. resolution of Incidents; and
 - c. access to software upgrade and new release packages.
4. Nexus' undertakings for Support Services do not cover:
 - a. Incidents caused because of alterations or internal adjustment of the Software by the Customer not in accordance with Nexus's instructions; or
 - b. Incidents arising because of the Customer's use of the Software in a manner other than that described in the documentation or negligence on the part of the Customer, their staff or a third party, or because of other circumstances beyond the control of Nexus; or
 - c. third-party products, which are not specifically designated in the Agreement, Incidents caused by such products; or
 - d. Incidents caused by the parallel use or co-operation of the Software and third-party products, except those explicitly mentioned in the product documentation to be interoperable with the Software or Hardware; or
 - e. services which are outside the scope of the Support services or otherwise Nexus' obligations hereunder, such as (without limitation to) Incidents in or caused by other applications or software than those contained in the Software; or
 - f. support of sub-licensed products towards the end user which have been sublicensed by the Customer.
5. Support Services are provided only for a limited group of contact persons at the Customer. The authorized persons need to be registered at the Nexus support services helpdesk.
6. If Support services are provided for third-party software and hardware, the third parties' contractual terms governing the nature and scope of the Support services shall apply, provided these are deemed by Nexus to be definitive under the terms of the relevant Agreement.

OVERVIEW OF SUPPORT SERVICES FOR HARDWARE

SLA Hardware response Times*	Severity A
Extended full-service model	8 business hours
Full service model	16 business hours
Send-in model	24 business hours

* For more information, see the model description under Hardware Maintenance

1. The Agreement outlines for which Hardware the customer is entitled to support services.
2. Support for Hardware depends on the agreed Hardware Maintenance Model and may contain:
 - phone support
 - access to helpdesk to report malfunction of hardware
 - chargeable prioritized on-site appearance at emergency cases
 - discount on spare parts related to the hardware
 - discounts on analysis, repair, and test of the Hardware
3. Nexus' undertakings for Support services do not cover:
 - the acquisition or maintenance of accessories, limited life parts

5 Access to helpdesk

Nexus will make available support contacts to request servicing of the Software and Hardware. The ways to access the helpdesk are:

SUPPORT PORTAL

Issue a ticket at <https://support.nexusgroup.com/>

E-MAIL

E-mail to support@nexusgroup.com

PHONE SUPPORT HOTLINE

Telephone numbers:

- DACH: +49 7243 5488 999
- Asia: +91-9890161027
- For other countries +46 8 681 08 85
- Specific phone number for Enterprise 24x7support

6 Access to upgrades

Major and Minor Releases will be uploaded to the download portal. Any other types of releases such as updates, service packs, patches, or bug fixes, might be uploaded to the download portal. In cases where these types of releases are resolving a particular Incident at one Customer, they will be delivered by the helpdesk upon availability.

7 Support levels

Nexus Technical Support delivers third line (3rd) support, unless stated in the contract.

7.1 FIRST LEVEL SUPPORT

First level support is tasked with providing standard answers to commonly recurring questions. Its role is to assist with application-related issues arising during day-to-day use of the system. First level support is generally the initial point of contact for technical questions concerning a purchased product.

7.2 SECOND LEVEL SUPPORT

Second level support is the escalation level above first level support. It receives inquiries from first level support and is responsible for dealing with documented issues for which solutions or workarounds exist, but which need to be handled on a user-specific basis, issues that require read or write access to the system, and more challenging issues that first level support is unable to resolve independently.

7.3 THIRD LEVEL SUPPORT

Third level support is the escalation level above second level support. It is responsible for dealing with new, as yet undocumented issues for which solutions need to be found. As a rule, third level support advises first and/or second level support staff. By definition, issues resolved by third level support become solutions for first or second level support.

8 Support Software Incident

Nexus, in its reasonable discretion, will determine what constitutes a support Incident. Typically, a support Incident is a situation where Customer needs remedial support focusing on one aspect of the Severity Levels A, B and C. In case a work around is delivered, the severity will drop automatically at least one level. Note that change requests, feature requests and non-significant effects or cosmetic inconsistencies with no serious impact on the usability of the supported product are not considered as a support Incident.

The support team consists of experienced support engineers that work closely with the product development team. Our support engineers will work with the issue until it is resolved. The Customer will be kept informed of work progress until the issue is solved. The Customer can also contact the helpdesk at any time for progress on their reported Incident, provided however that the Customer is entitled thereto per the Agreement.

Critical: Severity level A	Incidents causing a Software failure or major disruption of the Software, where key functionality is unavailable.
High: Severity level B	Incidents disturbing the Software functionality or decreasing the performance levels to an extent where the usability is severely affected.
Medium: Severity level C	Incidents materially affecting the Software's functionality or usability, however not fulfilling the criteria for Incident severity level B.

9 Software Maintenance

1. Nexus will maintain the software by providing Upgrades
2. Nexus will offer its licensees of the software under maintenance all new Upgrades of the Software as are made generally available by Nexus.
3. Upgrades may include the items listed below:
 - a. Bug fixes
 - b. Enhancements to keep the Software current
 - c. Performance enhancement **but it does not include**
 - d. usage of new functionality, new modules. A license extension may apply.
4. Installation of Upgrades are the responsibility of Customer. If requested Nexus will assist during the installation on a time and materials basis.
5. Upgrades and updates are delivered for the standard software and do not include customizations or specific customer requirements. Upgrades to customizations such as workflows and specific use cases are subject to separate analysis and estimation.

10 Hardware Maintenance

Nexus shall provide maintenance for the hardware specified in the Agreement. Maintenance shall comprise fault rectification for the purpose of assuring the operational readiness of the hardware. Unless agreed otherwise, Nexus does not guarantee uninterrupted operational readiness. The place of performance of hardware maintenance shall either be at Nexus's branch offices.

MAINTENANCE MODELS

	SEND-IN-MODEL	Full-Service MODEL	Extended Full-Service MODEL
Annual maintenance FOR PRINTERS	SEND PRINTER TO NEXUS FOR MAINTENANCE (FROM FINALLY IN ORIGINAL PACKAGING)	SEND PRINTER TO NEXUS FOR MAINTENANCE (ONLY IN ORIGINAL PACKAGING)	SEND PRINTER TO NEXUS FOR MAINTENANCE (ONLY IN ORIGINAL PACKAGING)
Printer Repair	Prioritized execution of the repair in our Service Center in Düsseldorf. The costs for the repair are calculated separately	Prioritized execution of the repair in our Service Center in Düsseldorf. The costs for the repair are calculated separately	
PRICE REDUCTION ON ALL SPARE PARTS except printhead and motherboard	20 %	25 %	Spare parts are included with the exception of the print head and motherboard.
PRICE REDUCTION ON printhead and motherboard	No discount	No discount	20%
E-MAIL SUPPORT	YES	YES	YES
REACTION TIME (FIRST REACTION IN TICKET)	24 HOURS WITHIN BUSINESS HOURS	16 HOURS WITHIN BUSINESS HOURS	8 HOURS WITHIN BUSINESS HOURS
TELEPHONE SUPPORT WITHIN BUSINESS HOURS	yes	YES	YES
ENTITLEMENT TO A REPLACEMENT PRINTER IN THE EVENT OF PROBLEMS	NO	YES	YES

For card printers outlined in the Agreement the following preventive services are covered:

1. Reviewing and lubrication
2. Checking and adjustment of mechanical and electromechanical functions
3. Checking print quality
4. Measurement and control of magnetic coding

10.1 Hardware shipping

The costs for packaging, shipping and transport insurance shall in any case be borne by the sender.

10.2 Provision of replacement hardware

- Depending on the maintenance model, Nexus can provide the customer with functionally equivalent loan equipment.
- The customer is not entitled to loan equipment of the identical type. However, the customer is entitled to continuation of production, but the work process may deviate from the routine process. For example, the customer must accept that the printing and encoding of ID badges must be carried out in two separate work steps during the hardware repair period.
- The replacement hardware will be delivered within the period specified in the respective maintenance model (see Clause 12). The Customer must return the Rental Hardware to Nexus without undue delay after receipt of the original Hardware. If the Customer does not return the Loan Hardware immediately, Nexus will charge the Customer a Hardware rental fee for the period between receipt of the repaired Hardware and dispatch of the Loan Hardware to Nexus.
- The costs for packaging, shipping, and transport insurance shall in any case be borne by the sender.

11 Customer obligations

- The Customer shall appoint one contact person per Incident with good working knowledge of the Software or Hardware and with access to and good knowledge of the documentation supplied by Nexus.
- Hardware Incident reports shall include the exact equipment designation, serial number, and location.
- Where support for Software is provided, the Customer shall, at the start of the support period, register with Nexus details of
 - the system environment (e.g. the operating system, database, browser and interface products), including the product and version
 - hardware products (e.g. the camera, card printer, encoding station, etc.) used in conjunction with the software but not supplied by Nexus, including the model, type,

serial number and location, and shall notify Nexus in writing of any changes to these components (e.g. replacements or upgrades) within 14 days of said changes being made.

- The Customer is responsible for backing up Customer related data.
- The Customer shall provide the technological interfaces, such as (but not limited to) telecommunication lines and technological connections (including firewalls therefore), which are necessary for Nexus to carry out the Support services hereunder and shall follow the reasonable instructions of Nexus for such technological interfaces or otherwise for remote access to the Software and where applicable to the Hardware.
- In case of sublicensing, the Customer is responsible towards the end user for the support of the sublicensed product.
- If not stated different in the Agreement, Customer shall perform first and second line support. Nexus shall only perform third line support.

12 Scope of Support

This is covered in your support and maintenance contract:

- Your system has been running but now it does not work anymore as it should.
- You have upgraded your system and now you have problems.
- Feedback to Nexus internal with bugs, improvements and other features encountered in production.
- Appliance packaged software issues.
- Account handling (support system, download area, sftp).

This is not covered in your support and maintenance contract (some services might be booked by Professional Services S&M package holders):

- 3rd party support: Operating System, Databases, Load balancers (Authenticating) Portals/Gateways, HSMs (unless on special contract), Other vendors' applications or software, middleware
- Your own developed scripts or programs
- Software installation/integration
- Software upgrade
- Upgrade of customized software such as workflows or use cases
- Technical sales
- Design or architecture questions

13 Services outside the scope of support services

Should Nexus provide the Customer with additional services, i.e., services or deliverables beyond or in addition to what originally is agreed in the Agreement upon request from the Customer; or as a consequence out of a requested change of the Software or for any other reason, such additional services or deliverables will be subject to the applicable services price list and Nexus Terms for Professional Services.

The Customer may request an offer from the responsible Nexus sales representative. E.g., for

- training
- advisory services to help installation, upgrade, configuration or use of the software
- installation of hardware or software
- analysis, repair and test of hardware
- spare parts, accessories, consumables
- or any other kind of services

A customer with **Professional Services S&M package** may use their 40 days to book any of the above.