



Enabling
trusted
identities

Nexus Support and Maintenance Description

1 About Nexus

Swedish-owned 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 300 employees across 15 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 words in the text using capital letters, you will find a definition or explanation in the terms for support and maintenance. The terms for support and maintenance are available at www.nexusgroup.com.

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 standard and premium support.

OVERVIEW OF SUPPORT SERVICES FOR SOFTWARE

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

Support services	Standard support	Premium support
Access to helpdesk	yes	yes
24/7	no	yes
Access to Upgrades	yes	yes
Installation support (remote)	no	yes
Accelerated SLAs	no	yes
Restore Times	no	yes
Regular statistics report	no	yes
Regular sync meetings (remote)	no	yes
Business review & strategic planning	no	yes

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.
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 Upgrades
4. In case of premium support, the following services can be agreed upon in the Agreement:
 - a. Regular statistics reports

- b. Installation support for Upgrades via remote access.
- c. Monthly sync meetings (remotely)
- d. Yearly business review & strategic planning
- 5. 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.
- 6. 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.
- 7. 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

- 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 could contain
 - a. Phone support
 - b. Access to helpdesk to report malfunction of Hardware
 - c. Prioritized on site appearance at emergency cases
 - d. discount on spare parts related to the Hardware
 - e. discounts on analysis, repair and test of the Hardware
- 3. Nexus' undertakings for Support services do not cover:
 - a. the acquisition or maintenance of accessories, limited life parts

ADDITIONAL OPTIONS

- 1. 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.
- 2. For additional options, the Customer may request an offer from the responsible Nexus sales representative. E.g. for
 - a. training
 - b. advisory services to help installation, configuration or use of the software
 - c. installation of hardware or software
 - d. analysis, repair and test of hardware

- e. spare parts, accessories, consumables
- f. or any other kind of services

4 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
- Fast track e-mail address for premium support

PHONE SUPPORT HOTLINE

Telephone numbers:

- DACH: +49 7243 5488 999
- Asia: +91-9890161027
- France & Benelux: +33 1 40 07 06 06
- For other countries +46 8 681 08 85
- Specific phone number for premium support

5 Access to upgrades

Major and Minor Releases will be uploaded to the support portal. Any other types of releases such as updates, service packs, patches or bug fixes, might be uploaded to the support 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.

6 Support levels

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.

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.

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.

7 Support Software Incident

1. 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.
2. 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.

8 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 enhancementBut it does not include
 - d. usage of new functionality, new modules, in case a license extension is needed.
4. Installation of Upgrades are the responsibility of Customer. If requested Nexus will assist during the installation on a time and materials basis.

In case of premium support, an installation support of Upgrades, via remote support from Nexus is an option, which should be defined in the Agreement.

9 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 offices or on site at the Customer's location, depending on the Hardware Maintenance Model.

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

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

10 Customer obligations

1. 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.
2. Hardware Incident reports shall include the exact equipment designation, serial number and location.
3. Where support for Software is provided, the Customer shall, at the start of the support period, register with Nexus details of
 - a. the system environment (e.g. the operating system, database, browser and interface products), including the product and version
 - b. 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.
4. The Customer is responsible for backing up Customer related data.
5. 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.
6. In case of sublicensing, the Customer is responsible towards the end user for the support of the sublicensed product.
7. If not stated different in the Agreement, Customer shall perform first and second line support. Nexus shall only perform third line support.

11 Services outside the scope of support services

1. 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.